



Job Title: Program Associate

Job Location: Remote (U.S.-based) position with required travel to Boston 4 times annually

Type: Full-time

Level: Entry

Hiring Manager: Joe Dillard, Head of Programs & Product

About TLC:

Founded by Harvard Business School Professor Frances Frei, best-selling author Anne Morriss, and technology executive Cara Shortsleeve, The Leadership Consortium (TLC) is a premier provider of leadership development and executive coaching. Since 2018, TLC has helped senior leaders unlock their full potential and lead with greater impact. Along the way, we've forged strong enterprise partnerships with 80+ companies (including Google, Walmart, L'Oreal, the NBA, and dozens more) in 50+ countries, and have been recognized for innovative high-impact work by Inc., the Stevie Awards, and BostInno.

We're based in Greater Boston and fully embrace flexible, remote work. For team members outside Boston, travel is required quarterly for in-person team meetings; additional travel may be required from time to time pending business needs. We offer competitive pay and benefits—including health coverage, retirement support, generous time off, and the flexibility to do your best work from wherever you are.

About the Role:

We're seeking a proactive, detail-oriented **Program Associate** to support the seamless delivery of our leadership development programs and executive coaching offerings. In this role, you'll serve as a key operational partner working behind the scenes and in real-time to deliver exceptional leadership development experiences.

This is an exciting opportunity to build hands-on experience across multiple functions at TLC, including program logistics, coaching operations, and technology support. If you're curious, highly organized, and motivated to grow within a mission-driven organization, this could be the perfect fit.

What You'll Do:

Program & Coaching Operations Support

- Act as a core member of TLC's class delivery team: attend every class and provide real-time logistical and technical support. Note that some classes, particularly those for APAC-based participants, take place outside standard U.S. business hours.

- Assist in the execution of our leadership development programs and coaching practice, ensuring high-quality, consistent delivery.
- Help manage scheduling and calendars for programs and coaching engagements.
- Assist in maintaining operational tools and materials such as trackers, run-of-show documents, surveys, and participant resources.

Participant Experience & Communication

- Help facilitate onboarding for new participants, ensuring access to materials (e.g., HBR cases, LMS content, forms).
- Build and manage participant-facing forms for registration, class swaps, feedback, and more.
- Serve as the first line of support for participant inquiries via email and Zoom chat.
- Track participant, alumni, and guest data to ensure records are accurate and up to date.

TLC Collateral Creation & Development

- Support the creation of program and coaching materials, ensuring participants have the resources they need to succeed.
- Partner with the Customer Experience team to create partner-facing collateral, such as insight-rich decks showcasing the impact of the TLC Leaders Program and informational guides for Program Managers at partner companies.
- Ensure all materials align with TLC's brand voice, visual identity, and program goals.
- Own formatting, consistency, and version control across decks and templates.
- Bring a learning mindset to tools like Google Slides, Canva, and other basic design or reporting platforms (training provided as needed).

Technology & Systems

- Help manage and update TLC's Learning Management System (MyTLC), including class content, organization, and permissions.
- Help facilitate technical production of virtual classrooms (Zoom, Vimeo) for a seamless learning experience.
- Provide logistical support through our coaching technology platform.
- Assist with onboarding and software setup for new hires.
- Assist in maintaining accurate records of TLC's software stack and tech infrastructure.
- Provide ongoing support and training to team members on tech platforms and tools.

Ad Hoc & Cross-Functional Support

- Collaborate with the CEO and broader team to plan and execute quarterly offsites that are high-impact, well-run, and aligned with company priorities.
 - Serve as a connective tissue across the organization, helping identify gaps, anticipate needs, and proactively offer support to keep things moving smoothly.
 - Step in to support high-impact, cross-team initiatives wherever you're needed most.
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Who You Are:

- Exceptionally organized, with sharp attention to detail and a proactive approach.
 - A natural problem solver who enjoys improving systems and processes.
 - Comfortable operating in fast-paced, evolving environments with high autonomy.
 - Excited to work across both program delivery and coaching operations.
 - Eager to learn and quick to adopt new technologies (no prior experience required).
 - A strong communicator who thrives in collaborative settings.
 - Passionate about equity, inclusion, and lifelong learning.
 - A recent graduate or early-career professional with a Bachelor's degree and ideally 1–2 years of relevant work experience.
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Why Join TLC?

You'll join a high-performing, mission-aligned team at an exciting moment of growth. This role offers visibility across all facets of our leadership development and coaching work. It also serves as a springboard into a long-term career in operations, program management, leadership development, and more. As TLC grows, so will your role, giving you the opportunity to grow professionally and make a lasting impact.

How to Apply:

If you're interested in this opportunity, please email careers@tlcleaders.com with the following:

- A link to your LinkedIn profile
- Your resume
- *Optional:* A brief cover letter sharing why this opportunity excites you and how it fits into your career journey

We look forward to hearing from you!