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<b>Job Title</b>	Student Support and Enrollment Specialist
<b>PVN ID</b>	BM-2401-006054
<b>Category</b>	Instruction and Social Service
<b>Location</b>	BOROUGH OF MANHATTAN C. C.
<b>Department</b>	Continuing Education
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$36,400.00 - \$45,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Feb 01, 2024 (Or Until Filled)

## General Description

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The Borough of Manhattan Community College Center for Continuing Education and Workforce Development (BMCC) is seeking a creative and capable Student Support and Enrollment Specialist (SSES) for its grant funded Adult Basic Education Program. The SSES is responsible for all facets of student support and enrollment including intake, assessment, retention, referral for social services, follow up and data collection while working closely with instructional and administrative staff.

As part of the City University of New York (CUNY), the BMCC Adult Basic Education Program successfully serves the pressing language and literacy needs of the city's academically underprepared and underserved adult learners in a seamless transition to post-secondary education and enhanced employment opportunities. High School Equivalency preparation and ESOL classes foster a positive climate of socially engaged collaborative learning in a college-going culture supported by comprehensive academic advisement and case management. Rigorous curriculum, implemented by experienced and professional staff, is teacher-developed, content-driven, and theme-based. Although a relatively small program, BMCC amplifies its effects with connections to a variety of community agencies and partners throughout lower Manhattan. Located primarily at BMCC's Continuing Education site in the heart of New York City's financial district, the Program also directs three community-centered Literacy Zones funded by New York State.

Please submit a cover letter detailing your related experience along with your resume.

## Other Duties

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- Maintain database of participant progress and program activities.
- Outreach and recruitment of students.
- Referral to social services as needed.
- Follow up with HSE graduates.
- Monitor attendance to support learner persistence.

- Schedule and monitor required student assessments.
- Conduct orientation meetings with participants and help develop next step plans for participants.
- Coordinate College and Career Pathway events.
- Advise students on HSE test preparation resources, career planning, financial aid, and college enrollment processes.
- Build positive relationships and referrals with NYC Adult Education providers.
- Participate in professional development activities including NYSED RAEN training.
- Work collaboratively with Continuing Education colleagues and College staff to ensure participant success.
- Ensure confidentiality of participant records.
- Other responsibilities as required for success of the program and its participants.

## Qualifications

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### Core Competencies:

- Ability to manage the required data system.
- Knowledge of office computer and spreadsheet software.
- Ability to manage multiple and changing demands and tasks with clarity and efficiency.
- Strong organizational skills.
- Ability to work effectively with internal and external partners.
- Knowledge of College Application Process.
- Familiarity with Zoom and Google Classroom.

### Qualifications:

- Cover letter must be submitted.
- AA degree with two years related experience; or
- Bachelor's degree and one year related experience required.
- Willingness to work flexible hours as needed for recruitment and orientation.
- Some evening hours required.