
Job Title	Program Associate
PVN ID	BM-2507-006908
Category	Instruction and Social Service
Location	BOROUGH OF MANHATTAN C. C.
Department	Center for Continuing Education/CUNY in
Status	Full Time
Annual Salary	\$41,000.00 - \$45,000.00
Hour(s) a Week	35
Closing Date	Sep 03, 2025 (Or Until Filled)

General Description

Borough of Manhattan Community College (BMCC) is a vibrant, pluralistic learning community committed to the intellectual and personal growth of our students. With enrollment of more than 17,500 students, BMCC is among the largest of the 25 institutions comprising the City University of New York (CUNY). With more than 50 academic degree programs as well as certificates and micro credentials created with industry partners, BMCC continues to be an integral resource and supportive partner in creating a better, more equitable New York City. Located in Tribeca in downtown Manhattan, BMCC is an inclusive community that promotes an atmosphere of mutual respect of each members' ethnicity, gender, age, disability, religion, political preference, sexual orientation, gender identity, and national origin, among other personal characteristics. The College was named as one of the 10 national finalists for the Aspen Prize for Community College Excellence. A 2020 report from the Brookings Institution ranked BMCC third nationwide in helping students to advance up the socioeconomic ladder.

Reporting to the Director of Programs and Program Manager, the Program Associate provides administrative and data support to ensure efficient office operations and other miscellaneous office related matters are met.

Other Duties

Administrative & Program Support

- Support daily operations and communications for Continuing Education grant programs
- Communicate with instructors, students, and staff via email, phone, and in-person
- Schedule meetings, maintain office supplies, manage digital and paper documentation
- Assist with updating and distributing the student handbook
- Support the development of course descriptions, instructor bio, flyers, marketing materials, and web updates

Data Management & Reporting

- Collect, organize, and maintain program data (e.g., attendance, assessment results, certifications)
- Support internal tracking for grant-funded initiatives and reporting requirements
- Update and maintain student records in internal tracking systems
- Data input and preparation of summary reports for leadership & compliance teams

Event Coordination

- Assist with planning and logistics for events such as technology open houses, info-sessions graduation ceremonies, and career fairs
- Support registration, prep materials, attendance tracking, and post-event follow-up

Instructional & Faculty Support

- Notify and remind instructors, as needed, of student attendance, grades, mid-terms, evaluations, finals, certificates, and etc
- Help with scheduling, instructor onboarding documentation, and logistical coordination

General Duties

- Respond to emails, digital correspondence, and phone inquiries
- Perform document management tasks such as scanning and filing
- Other duties as assigned by the Program Manager or Director

Qualifications

- Minimum of Associate's degree preferred
- Excellent customer service and communication skills
- Detail-oriented with strong organizational and multitasking ability
- Proficiency in Microsoft Office (Word, Excel, Outlook, Teams); comfort with Zoom and digital platforms
- Experience working with data entry, tracking systems, or CRM tools preferred
- Ability to meet deadlines, manage multiple projects, and adapt to shifting priorities

The ideal candidate will demonstrate:

- Strong and effective interpersonal and communication skills with diverse constituencies
- Excellent organizational skills and attention to detail
- Ability to use judgment in decision making
- Ability to prioritize, plan, develop, and coordinate multiple activities and projects
- Ability to meet deadlines under pressure
- Ability to work in a team and adapt to changing conditions and priorities
- Ability to adapt, and has a growth mindset to learn and develop new skill