
Job Title	Program Assistant
PVN ID	CC-2503-006766
Category	Clerical/Office Services
Location	The CITY COLLEGE of NEW YORK
Department	CCNY Continuing and Professional Studies
Status	Part Time
Hourly Rate	\$27.00-\$27.00
Hour(s) a Week	19.00
Closing Date	May 09, 2025 (Or Until Filled)

General Description

The City University of New York, City College of New York (CCNY) offers outstanding teaching, learning and research on a beautiful campus nestled in Harlem. CCNY is an integral part of the civic, urban and artistic energy of New York and inseparable from its history. CCNY's Continuing and Professional Studies (CPS) shares the mission as it strives to offer training for the community and beyond serving nearly 2,000 students a year. CPS has received a three-year Vocational ESOL (VESL) grant in our Adult Education program. CPS is seeking an experienced Part-time Program Assistant with a strong commitment to adult education, workforce, and the advancement of immigrants for a new three-year Vocational ESOL (VESL) program.

Other Duties

- Provide general administrative support for a new Vocational ESOL program, from outreach and intake to assisting the Program Director and Instructors in daily operations of the program.
- Work with Program Director in conducting outreach and recruitment, registration and intake, and BEST Plus 3.0 testing of students (i.e. room reservation, coordination of intake forms, tracking applicant status, placement in classes, and creation of waiting lists, and if online, organizing zoom registrations).
- Help coordinate outreach efforts at public places, such as neighborhood businesses, libraries, and public events; and online using social media (Facebook, Instagram).
- Responsible for courteous and respectful management of applicant inquiries: main phone, online (email, Facebook page), and walk-ins by making sure helpful information is given.
- Maintain student and administrative files in an organized manner, both physically and virtually on the One Drive.
- Maintain communication with Program Director and Instructors about program issues that would impact program outcomes. Ability to prioritize work emails, and answer them on a timely basis.
- Monitor reporting schedule to ensure timely submissions of data; and assist in the preparation for regular program reporting and program audits.

- Other duties as assigned.

Qualifications

- Associate's degree in Human Services, Social Work, or related field. Undergraduate degree preferred. Foreign credentials acceptable.
- Minimum of three (3) years of experience working with adults in an educational setting or in community services; Experience in the hospitality or restaurant industry a big plus.
- Highly organized, excellent written and verbal communication skills; high interpersonal skills with demonstrated ability to build and sustain relationships.
- A self-starter with excellent time management skills and ability to meet deadlines; self-motivated, solution-oriented, and resourceful.
- Ability to maintain confidentiality and use appropriate discretion when dealing with private information.
- Ability to work well independently and as part of a team.
- Sensitivity to and understanding of immigrant and adult learner issues.
- Demonstrated experience in MS Office applications (Word, Excel, PowerPoint), Email, and Internet. High comfort level with using Email and Text as communication tools. Bilingual English/Spanish (spoken and written) preferred but not required;
- Ability to use technological tools in improving work processes and finding solutions through the use of available computer-based technology.
- Must be able to work in-person. Must be able to work flexible hours including some weekends.
- Must be willing to travel to partner university, BMCC, or to restaurant partners in NYC with staff, if necessary.
- Bilingual English/Spanish preferred. Ability to thrive in a multilingual and multicultural environment.