

Job Title	Administrative Coordinator
PVN ID	HC-2210-005118
Category	Clerical/Office Services
Location	HUNTER COLLEGE
Department	School of Education
Status	Full Time
Hourly Rate	\$22.00-\$25.00
Hour(s) a Week	35
Closing Date	Jan 23, 2023 (Or Until Filled)

General Description

Founded in 1870 as New York City's first teacher-preparation school, the Hunter School of Education continues its deep commitment to advancing our understanding and practice of education in an urban context and to engaging our students as they prepare to enter increasingly complex and diverse communities as professionals in education. Through research, teaching and community engagement, SOE faculty, staff and students make significant contributions to improving the lives of youth, families, and the community.

The Office of Partnership Programs manages the alternative certification, subsidized, and non-traditional programs within the Hunter College School of Education and supports students in these programs. Working in partnership with a variety of local and national organizations, we offer programs in a wide range of teacher certification areas and school leadership certification for both novice and experienced teachers. Our programs offer participants the opportunity to gain hands-on experience in schools while enrolled in graduate coursework at Hunter College with many providing subsidized tuition.

The Administrative Coordinator will provide exceptional support directly to students in person and via email, phone and zoom, as well as providing administrative support to ensure the Office of Partnership Programs runs seamlessly so we can fulfill our mission of providing high quality wrap-around support for students from admission through graduation. The person in this role must be able to provide a positive presence for the office and approach both student and administrative support with enthusiasm and professionalism.

Other Duties

- During regularly scheduled hours, welcome and greet Office of Partnership Programs students, full-time faculty, and adjunct faculty with positivity and enthusiasm.
- Manage office wide communication including preparing and sending communications using Mailchimp.
- Manage general office email account and phone, respond to phone and written inquiries or direct to other office staff as appropriate.

- Respond to general inquiries from potential students and direct potential partner inquiries to OPP director or other offices as appropriate.
- Assist students in writing, via phone, and in person with inquiries regarding the administrative aspects of their program.
- Prepare and send correspondence to individual students regarding program requirements, general academic and certification progress, and scheduling.
- Provide administrative advising to students, especially around registration.
- Monitor and record student data including grades, academic standing, and progress toward graduation on a semesterly basis.
- Work with other School of Education and Hunter College offices to provide wrap-around student support.
- Organize and maintain program and office records.
- Develop and maintain processes to streamline administrative operations under direction of supervisor.
- Provide general office management including event planning and set up support, supply management, and catering orders.
- Assist in data management and reporting.
- Contribute to the general Office of Partnership Programs functioning.
- Other duties as assigned.

Qualifications

- BA required
- Experience in student advising preferred
- Experience in higher education preferred
- Excellent interpersonal and customer service skills including a warm and welcoming personality
- Ability to approach student support with positivity, professionalism, enthusiasm, and a problem solving perspective
- Excellent oral and written communication skills; ability to communicate effectively with diverse audiences
- Ability to handle complaints, resolve conflicts, and refer issues appropriately to supervisors
- Excellent organization and problem solving skills; ability to organize, prioritize, and coordinate day-to-day projects and assignments with attention to detail
- Ability to handle multiple tasks that are time sensitive and meet deadlines; ability to follow-up as needed and take responsibility for completing assignments
- Ability to maintain confidentiality and handle sensitive matters with discretion and tact
- Ability to work independently and as part of a team
- Excellent computer skills including proficiency in MS Word, Excel, PowerPoint, Outlook, MailChimp, and online applications including Google drive applications
- Must be available to work primarily in person; must be reliable and prompt