

Job Title	Program Assistant
PVN ID	HC-2403-006202
Category	Clerical/Office Services
Location	HUNTER COLLEGE
Department	Silberman School of Social Work
Status	Full Time
Annual Salary	\$45,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	May 31, 2024 (Or Until Filled)

General Description

The Administration for Children's Services' Office of Training and Workforce Development and City University of New York Hunter College Silberman School of Social Work partnered to launch the Institute for Leadership Development. The Institute for Leadership Development's mission is to strengthen the leaders working within public and private child welfare and juvenile justice agencies in New York City to promote the establishment of psychologically safe work environments that embrace equity, transparency, and innovation and strengthen the workforce. There are a variety of training programs housed within the Institute of Leadership Development. We are looking for individuals who share our passion for developing leaders working in the public sector to support them in meeting the needs of children, youth, families, and communities.

The Institute for Leadership Development is seeking a full-time LMS Support Assistant for the administration of the Cornerstone LMS and provide exceptional customer service to learners. The LMS Support Assistant will be an integral member of the Institute for Leadership Development on the CUNY Hunter College Silberman School of Social Work administrative support team who work on site at one of the ACS locations in Manhattan.

Other Duties

Duties and Responsibilities:

- Support the administration of the Cornerstone Learning Management System (LMS), including learning program enrollment among other tasks.
- Create and maintain all Institute for Leadership Development's Instructor Led Courses in the Cornerstone learning management system.
- Create and deliver reports based on program needs.
- Ensure the accuracy of the data. creating and updating user records.
- Use problem-solving skills to assist instructors and learners with technical issues. Ensure the effectiveness of support procedures; Create/Modify these procedures as necessary.

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and the LMS.
- Respond promptly to email, phone calls, and voicemail messages.
- Ask questions to determine nature of problem and troubleshoot effectively.
- Research questions using available information and resources.
- Use effective tools and techniques to manage day to day responsibilities.
- Attend trainings and meetings as indicated and perform other duties as needed.

Qualifications

- Associate degree required and a minimum of 2 years' experience providing customer service.
- A baccalaureate degree is preferred in education, business management or related field.
- Excellent verbal and written communication skills.
- Evidence of effective problem-solving, critical thinking, and decision-making skills.
- A demonstrated positive and proactive approach in identifying creative and innovative solutions.
- Must be comfortable working in a fast-paced, results-oriented environment.
- Organizational skills, attention to detail, ability to follow established processes and meet deadlines.
- Excellent customer service skills
- Ability to work independently and collaboratively.
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint), Zoom
- Prior experience with Learning Management Systems, such as creating events and sessions, adding/removing learners from sessions, troubleshooting eLearnings, running and scheduling reports.

Hours: 35 hours/week with daily schedule 9am-5pm. Currently on hybrid schedule.

Applicants are asked to submit a cover letter that details how your qualifications match this position description along with a resume.