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<b>Job Title</b>	Support Services Associate
<b>PVN ID</b>	JJ-1812-002861
<b>Category</b>	Clerical/Office Services
<b>Location</b>	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
<b>Department</b>	John Jay College Prisoner Reentry Instit
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$35,000.00 - \$40,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Mar 05, 2019 (Or Until Filled)

## General Description

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The Prisoner Reentry Institute (PRI) of John Jay College of Criminal Justice is seeking a full-time Support Services Associate to provide support to our growing Support Services Team. Our support services unit works to assess and respond to the needs of prospective PRI learners. PRI's direct service programs include a suite of inside and community based college access programs (College Initiative, the Prison-to-College Pipeline and College Readiness at Rikers Island) and a growing Career Pathways unit. The primary role of the Program Associate is to manage the day-to-day functioning of the Support Services Unit to ensure the efficient operations of our work.

The ideal candidate will have organizational skills and excellent customer service skills. This role would be ideal for an individual looking to enter into the social services field.

### About the Prisoner Reentry Institute

The Prisoner Reentry Institute (PRI) is a center of research and action at the John Jay College of Criminal Justice. PRI has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Capitalizing on its position within a large public university and recognizing the transformational power of education, PRI focuses much of its work on increasing access to higher education for people with criminal histories. PRI's comprehensive and strategic approach includes direct service, research, technical assistance, and policy advocacy.

## Other Duties

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Reporting to the Intake and Supportive Services Coordinator, the Support Services Associate will:

- Maintain all intake related outreach to prospective PRI learners

- Schedule Intakes
- Send Reminder Emails
- Reschedule Intakes, as needed
- Track Attendance and Rescheduling
- Maintain orientation related outreach
  - Create a facilitation schedule for mentors
  - Remind mentor and staff facilitator
  - Ensure folders are stuffed with appropriate materials
  - Send Student Reminder Email
  - Track Attendance and Rescheduling
- Transfer Referrals into Intake Spreadsheet and clean Intake Spreadsheet, as needed
- Compile monthly and quarterly reports to track scope work and trends for grant reports and internal use
- Coordinate the tracking of CSS Legal Services
  - Send appointment reminders
- Assist in data entry
- Provide support as needed to Educational Initiatives Team
- Answer general inquiries from outside referrers, prospective learners and family members

## Qualifications

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We are seeking candidates who balance self-directive and collaborative instincts, and who have good interpersonal skills. Candidates should have:

- An undergraduate degree and at least one year of work experience in social services, education, or related field or comparable work experience.
- An interest in working in the field of reentry or criminal justice
- Fantastic customer service skills
- Attention to detail
- Ability to communicate with diverse constituencies
- Creative problem solving skills
- Experience with MS Office, Word, Excel, and Outlook
- Excellent written and verbal communications skills and ability to effectively communicate with diverse constituent groups
- Candidates with direct experience with the criminal justice system are strongly encouraged to apply.

### How to apply

Please submit a cover letter and resume