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<b>Job Title</b>	Instructional Associate (Support staff)
<b>PVN ID</b>	LA-1511-000821
<b>Category</b>	Instruction and Social Service
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	ACE-Career and Professional Program
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$28,000.00 - \$30,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jan 13, 2016 (Or Until Filled)

## General Description

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The instructional associate provides technical and logistical support to the students, instructors and administration of Medical Billing Specialist Program at LaGuardia Community College.

Reporting to the Education Case Manager, the instructional associate will also provide technical assistance to students to students in need of remediation. Candidate must be flexible and responsive to the needs of our very diverse student base. The Instructional Associate must have excellent communication and organizational skills

## Other Duties

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### *Administrative Duties*

- Participate in the daily operations to ensure smooth functioning of the program
- Provide student support from point of entry to completion of the training program by assisting with the training-specific application processes; information sessions; employer events, and scheduling extra help sessions
- Maintaining and tracking student progress and outcome from a variety of information database system
- Assist in student follow-up through calls, emails and in person
- General office support as needed

### *Instructional Support*

- Maintain online course management platform and serve as the instructor resource for creating and managing the platform
- Prepare instructor and student materials, which includes managing print shop order and upload digital copies to course-site
- Provide technical support for students in need of remediation

- Troubleshoot student concerns/issues
- Manage classroom reservations and requests

## Qualifications

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- Bachelor's degree; healthcare background preferred
- Demonstrated ability to maintain confidential information/records
- Advance MS Excel Skills
- Classroom technology experience with software such as blackboard preferred
- Experience in office technology such as google drive and MS Outlook
- Excellent effective oral and written communication skills combined with superior customer service skills
- Ability to work effectively under pressure
- Able to work from 12-8pm Mon-Thursday and 9-5pm Friday

LaGuardia Community College located in Long Island City, Queens, was founded in 1971 as a bold experiment in opening the doors of higher education to all, and we proudly carry forward that legacy today. LaGuardia educates students through over 50 degree, certificate and continuing education programs, providing an inspiring place for students to achieve their dreams. Upon graduation, LaGuardia students' lives are transformed as family income increases by 17%, and students transfer to four-year colleges at three times the national average. Part of the City University of New York (CUNY), LaGuardia is a nationally recognized leader among community colleges for boundary-breaking success educating underserved students. At LaGuardia, we imagine new ideas, create new curricula and pioneer programs to make our community and our country stronger. Visit [www.laguardia.edu](http://www.laguardia.edu) to learn more.