

Job Title	Program Specialist
PVN ID	LA-2001-003488
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	EMT/Paramedic
Status	Full Time
Annual Salary	\$41,000.00
Hour(s) a Week	35
Closing Date	Jun 26, 2020 (Or Until Filled)

General Description

The Program Specialist is a central player in the Clinical Healthcare Office because he/she is an important contact between the Program and the applicants; the Program and students; and the Program and faculty. Through the Ops Manager, Program Admin will effectively serve all of these. First, through customer service, we recruit and enroll students. We assist our current students with their needs so they can be successful and can recommend us to others. All of our Programs come with credentials from outside agencies that have rules that require attention. The Program Specialist must become knowledgeable of the requirements under which we operate and ensure that the regulations are followed as well as College and University requirements.

This is a detail oriented Program with many moving parts and a high volume of students, classes, and faculty. It requires focus and discipline to maintain so many complicated operations in order. The Program Specialist especially must work with our part-time teachers to maintain staffing levels, a challenging task to accomplish as our faculty all work many jobs on many schedules. Data entry, maintenance of course and student files, facilitation of orientation sessions, pre-screenings and clinical rotations are all part of the specialist's responsibilities. The Program Specialist will be asked by the Director and the Coordinator to assist with many tasks as they arise within the Department.

Responsibilities of the Program Specialist

Customer Service:

Maintain a reference handout clarifying our EMT/Program, and CCMA course prerequisites, tuition cost, and course requirements for use by all staff and interns.

Answer telephone and e-mail inquiries for information. (Add names, emails, mailing address, and telephone numbers to our database, and email an application). The Department receives 30-40 calls per day, and about 200 calls a week inquiring about our EMT/Paramedic program, and the CCMA course. Amount of inquiries vary from day to day.

Perform walk-in reception and help explain the EMT, Paramedic, CCMA and other classes to people who come

into our Department. Serve as the outward face of the department and first point of contact for the majority of prospective students.

Provide Paramedic AAS Degree and ACE Certificate information and paramedic practice exam booklets to paramedic applicants.

Schedule appointments for applicants coming in for orientation for the Clinical Medical Assistant Program.

Prepare prescreening confirmation letters, registration letters, and interview folders every semester.

Prepare course completion letters, FIA School/Training Enrollment Letters, or current student in attendance letters, for our students/graduates.

Maintain the student sign-up for Open Labs and assure adequate faculty for those dates. Maintain records of attendance.

Facilitating Course Administration:

Prepare individual student file folders and course folders. Prepare these for Records Retention as time passes.

Assist new incoming work-study students and interns in learning how to use the copy machine, fax and scanner, answer telephone inquiries, and perform other office duties.

Make clinical rotation packets for EMT students who will be going on an ambulance rotation. (Student letter, MEMO, maps, directions, proctor evaluations, student evaluations, and enter the students names on our database so that a letter can be generated).

Photocopy, or send to be photocopied, exams, quizzes and other handouts for instructors. Facilitate materials for faculty.

Ensure sufficient proctors and print signs for the Onsite Scoring Certification Examinations conducted by the NYS DOH BEMS in the Mainstage Theatre.

Produce student ID cards and periodically update class attendance rosters.

As directed by Director or Coordinator, ensure optimal staffing of all scheduled program events, including screening sessions, class sessions, practical skills exams, and any other event requiring staffing. Place instructors signing up for teaching assignments on digital schedule using WhenToWork software. Ensure schedule is up-to-date at all times. Receive call-outs from instructors and notify Director or Coordinator of unfilled vacancies. Reach out to instructors via e-mail, text message, or phone call to fill vacancies.

Assist the Department in preparing for special events such as graduations, career prep workshops, employment events, and job fairs.

Update New York State Low Cost and Walk in Clinic list every semester for our students.

Maintain electronic file of all F.D.N.Y. education verification forms completed for our graduates

Generate rosters for faculty from Peopleware and review sign-in sheets to ensure that all students are confirmed for payment.

Scan, photocopy, and distribute to instructor's the evaluations from their students.

Prepare student course completion certificates and award certificates.

Other Duties

Data Entry – Student/Applicant ACCESS Database:

Student basic information from Program application forms received by our Dept. including the date the application was received. Also all new EMT/Paramedic and CCMA inquiries are entered.

Prescreening information including EMT reading comprehension pretest scores, interviewer's name and date, pass/fail interview.

Paramedic prescreening entrance exam scores (reading, math, and EMT), EMT card number, level of education, contact information, and employer letter are entered into our database.

Scan and enter CPR card numbers, NYS DOH EMT certification numbers, New York State scores for EMT/Paramedic students, and enter National Health Career Association grades into our database._

Data Entry – Faculty ACCESS Database:

Photocopy instructors' credentials and update information into our database (BLS instructor; EMT/Paramedic Provider; ACLS and PALS Provider and Instructor; NAEMT, and REMAC certifications cards) as required by NYS DOH. Collect evidence of completion of required training updates from faculty/staff, when necessary.

Update any faculty data such as email, phone, etc. as needed.

Filing

Maintain files for EMT/Paramedic as required by NYS DOH and the College including: New York State DOH Application, ADA Form, Learning Contract, Department of Health voucher form if applicable, Emergency Contact Form, model release form, Perkins data form, copies of all exams and answer sheets, attendance, counsellings issued to student, clinical rotation preceptor evaluation, and all required on-line certificates. These files are subject to NYS DOH audit.

Qualifications

- One year administrative/office experience required
- Must work some evenings each week until 7PM
- Proficiency with MS Office Suite
- Excellent interpersonal skills required
- Associates Degree preferred
- Healthcare experience a plus
- Conversational Spanish strongly preferred

