

Job Title	Instructional Associate
PVN ID	LA-2108-004159
Category	Managerial and Professional
Location	LAGUARDIA C. C.
Department	Career and Professional Programs
Status	Full Time
Annual Salary	\$30,000.00
Hour(s) a Week	35
Closing Date	Sep 27, 2021 (Or Until Filled)

General Description

LaGuardia Community College (LAGCC) is seeking an Instructional Associate for the Medical Billing Training Program funded by the NYC Department of Small Business Services (SBS) to prepare individuals for careers in the high demand field of Healthcare Finance. The Medical Billing program is a collaborative endeavor between LAGCC and top healthcare providers in NYC.

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 Medical Billing Program 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

Administrative Support:

- 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.
- Provide workshops, presentations, and conducting individual and group pre-admissions advising sessions as part of the recruitment process.
- Coordinating pre-assessment sessions for new and wait-listed applicants.
- Communicate with prospective students and facilitate their attendance in the screening process; advise students of policies and procedures; assist with the registration of students to the
- 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.

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 request.
- General office support as needed.
- Instructional Support.

Other Duties

Qualifications

- College degree
- 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; Flexible schedule required