

Job Title	Office Assistant
PVN ID	LA-2208-005012
Category	Clerical/Office Services
Location	LAGUARDIA C. C.
Department	Pre-Hospital Care
Status	Part Time
Hourly Rate	\$22.00
Hour(s) a Week	19.00
Closing Date	Oct 10, 2022 (Or Until Filled)

General Description

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). Number 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.
- Assist applicants in the scheduling of appointments for orientation and prescreening sessions for all Programs.
- Prepare course completion letters, Refresher eligibility letters, or current student in attendance letters, or other necessary correspondence as needed 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.
- 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.
- 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.
- Maintain electronic file of all F.D.N.Y. education verification forms completed for our graduates
- Generate sign-in sheets for faculty.
- Facilitate student evaluations as directed.
- Prepare student course completion certificates and award certificates.
- Other duties, as assigned.

Data Entry

- Enter into XenDirect ACE Registration system applicant completion of Orientation and Reading Test Grade. Complete other data entry to XenDirect as required.
- Complete American Heart Association rosters, NAEMT rosters, or others as needed.
- 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 when needed.
- Complete other data entry as requested.

Other Duties

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, copies of all exams and answer sheets, attendance, counsellings issued to student, clinical rotation preceptor evaluation, patient contact forms, and all required on-line certificates. These files are subject to NYS DOH audit.
- Maintain files for CCMA Program including students files with Learning Contract and appendices to Student Manual, exam answer sheets, EKG tracings, skills results, etc. Course files with sign in sheets, exams, handouts/assignments, etc.

Qualifications

- One year office/clerical experience required
- Available M-F 9AM – 1PM
- Proficiency with MS Office Suite, internet
- Excellent telephone reception in English
- Excellent interpersonal skills required
- HS Diploma or Equivalent, College experience preferred
- Healthcare experience a plus

- Bilingual a plus