

Job Title	CUNY EDGE Advisor
PVN ID	LA-2208-005038
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	
Status	Full Time
Annual Salary	\$55,000.00 - \$58,000.00
Hour(s) a Week	35
Closing Date	Jan 31, 2023 (Or Until Filled)

General Description

Background

CUNY EDGE is the latest initiative in a 20+ year partnership between the City University of New York (CUNY) and the New York City Human Resources Administration (HRA) to support public assistance recipients enrolled in college. Launched in 2016, CUNY EDGE provides public assistance recipients enrolled at CUNY with a range of services, benefits, and supports so they achieve academic excellence, graduate on time, and find employment. Key components of the program include academic, personal, and professional advisement, personal development seminars, paid work experience, and public benefits case management assistance.

CUNY EDGE provides these services, benefits, and support so that students are prepared and able to succeed in college and their careers. CUNY EDGE balances academic advising and personal support with workforce preparation, leadership development and community engagement.

General Description

We are currently searching for a highly motivated individual who will be able to provide academic support to students, both virtually and on campus.

You must have a passion for student success, a customer-service perspective, the ability to provide operational excellence in a fast-paced environment, and a desire for continuous improvement.

Other Duties

Reporting to the Director of CUNY EDGE, the Advisor will be responsible for the following:

- Supporting the program's efforts to meet specific numeric goals around student participation, persistence, graduation, and employment;

- Supporting the program's vision of integrating academic and career advisement by providing comprehensive academic advisement and career support services.
- Assisting in evaluating student progress in fulfilling requirements for their degree program.
- Tracking and reviewing student contacts on a monthly basis, maintaining accurate academic/career development files for each CUNY EDGE student, and recommending appropriate action plans to promote and ensure student success.
- Conducting assessments, reviewing student progress, including degree mapping and transition planning;
- Closely collaborating with other college departments including financial aid, the bursar, the registrar, counseling center, career center, etc. Refer students, obtain student information, and receive referrals;
- Researching and disseminating information on external supports; Maintaining and distributing information on fellowships, internships, housing, and other topics of interest to students.
- Facilitating/Co-facilitating academic, personal and career development seminars;
- Reviewing student tracking and outcomes data as member of the CUNY EDGE team
- Monitoring and reporting attendance in classes, HRA Fellowship Program, Federal Work Study, and internships, utilizing the required data systems (Training Provider Timekeeping System (TPTS), Daily Timekeeping System (DTS), and Research Foundation payroll);
- Completing and collecting HRA, LaGuardia Community College, and Research Foundation paperwork;
- Developing and maintaining effective working relationships with Fellowship placement sites.
- Ability to work some evenings and weekends, as needed
- Performs other duties as assigned by the CUNY EDGE Director.

Qualifications

- Bachelor's degree required with professional experience preferably a) in an educational or social service program serving low-income students; b) career development, c) human services.
- Great customer service skills to identify needs, troubleshoot, recognize persistent issues, and improve efficiencies in processes.
- Excellent communication skills (written, oral and interpersonal)
- Ability to maintain confidentiality of student records, as appropriate
- The chosen candidate must be able to work in-person on campus.

Preferred Qualifications

- Detail-oriented with strong organizational and technological skills;
- Proficiency using standard office computer programs, systems, survey tools, and databases;
- Familiarity with a variety of virtual software (Zoom, Microsoft Teams)
- Knowledge of HRA systems preferred
- Knowledge in career development and workshop facilitation, preferred
- Ability to work independently and as part of a team.