

Job Title	Program Assistant
PVN ID	LA-2311-005950
Category	Clerical/Office Services
Location	LAGUARDIA C. C.
Department	Workforce Development
Status	Part Time
Hourly Rate	\$24.73-\$24.73
Hour(s) a Week	0.00-20.00
Closing Date	May 22, 2024 (Or Until Filled)

General Description

Our Workforce Initiatives offers various training programs that prepare New Yorkers to begin and advance their careers in the electrical, plumbing, HVAC and/or related fields through certificate education and training programs. Based in LaGuardia Community College's Workforce Development Department, our programs follow a nationally recognized curriculum from the National Center of Education and Research (NCCER).

Reporting to the Director of Veterans & Workforce Initiatives, and coordinating closely with the Program Coordinator, the Workforce Initiatives Program Assistant supports all day-to-day aspects of the Electrical 1, Plumbing 1, HVAC 1 and other related training programs. Duties include data entry, intake and recruitment support, student and program records maintenance support, student communications, and other tasks, as needed.

Key Responsibilities:

- Support programs through various types of administrative duties
- Assist with applicant information sessions and interviews by scheduling applicants via phone and email, preparing any necessary paperwork, and reserving any classroom needs.
- Support recruitment and assessment efforts by putting together fliers, making reminder calls, and coordinating between different steps of the process.
- Maintain any required student records and data collection tools.
- Prepare and process any student mailings of certificates or credentials.
- Enter student and program data into spreadsheets and online systems as required for reporting to funders
- Prepare class materials, including printing and copying of materials.
- Answer phones and emails; respond to applicant's and student's questions.

Other Duties

- Perform other duties as needed.

Qualifications

Required Qualifications/Skills:

- *High School Diploma or High School Equivalent*
- At least 6 months' work experience in an office or customer service role
- Proficient in Microsoft Office (i.e. Word, Excel)
- Excellent customer service and communication skills
- Excellent written and verbal communication skills, organizational skills and the ability to multi-task required
- Ability to interact effectively with students and staff

Preferred Qualifications/Skills:

- Experience working at an educational institution