

Job Title	Program Assistant
PVN ID	LE-2002-003509
Category	Clerical/Office Services
Location	LEHMAN COLLEGE
Department	School of Continuing & Professional Stud
Status	Full Time
Annual Salary	\$31,850.00 - \$36,400.00
Hour(s) a Week	35
Closing Date	Apr 28, 2020 (Or Until Filled)

General Description

Fast-growing Workforce Department within the School of Continuing and Professional Studies is seeking a program assistant to support our rapid expansion. The Workforce team is dedicated to changing workers' lives by providing the customized credit and non-credit training they need to advance their careers in Healthcare and other sectors. Contracting with labor unions, employers, hospitals and community organizations requires the department to provide superior customer service and deliver excellent student outcomes. You will be joining a nimble team that serves over 300 students annually in over 20 custom programs. Reporting to the Assistant Director, the program assistant is responsible for the administrative systems and processes that support daily program operations. The program assistant works closely with part-time faculty, as well as Director and Educational Case Manager.

Must have a passion for student success, ability to provide operational excellence in fast-paced environment and desire for continuous improvement.

Responsibilities

- Constantly improving administrative systems and process to meet program needs
- Tracking and reporting student outcomes (attendance, grades, certifications, etc.)
- Supporting program faculty
- Trouble-shooting student concerns
- Managing student records from screening through completion

Other Duties

- Leading student/faculty onboarding, orientation, tours
- Managing program schedules and rooming
- Program's purchasing and inventory management

- Other duties as assigned by Assistant Director

Qualifications

- Bachelor's degree preferred, Associate Degree or equivalent required
- Must have a passion for helping adults advance their career, experience in Healthcare a plus
- Schedule flexibility to support evening and weekend program starts
- Digital Fluency; Advance MS Excel skills required, CUNY First or CampusCE a plus
- At least two years' work experience in operations/administration that required attention to detail in a fast-paced environment
- Superior customer service, communication and presentation skills
- Willingness to take advantage of professional development and growth opportunities