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<b>Job Title</b>	Workforce Coordinator
<b>PVN ID</b>	LE-2203-004619
<b>Category</b>	Managerial and Professional
<b>Location</b>	LEHMAN COLLEGE
<b>Department</b>	School of Continuing and Professional St
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$45,000.00 - \$55,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jul 31, 2022 (Or Until Filled)

## General Description

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The fast-growing Workforce Department within the School of Continuing and Professional Studies at Lehman College seeks a program coordinator 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-based organizations requires the department to provide superior customer service and deliver excellent training and student outcomes. You will be joining an agile team that serves over 300 students annually in over 20 custom programs. Reporting to the Assistant Director, the program coordinator is responsible for the administrative systems and processes that support daily program operations supervising program assistant and front-line staff. The program coordinator also works closely with other program coordinators, part-time faculty, and tutors.

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

## Other Duties

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### Responsibilities

- Ensure that reporting of essential student outcomes is accurate, timely, and actionable (attendance, grades, certifications, etc.). Proactively communicate concerns with clients, staff, and students and persist until the problem is resolved.
- Supervise Program Assistant and part-time staff to deliver superior customer service.
- Create administrative systems to meet programs' growing needs, such as implementing a new student registration system.
- Act as a liaison between Workforce Program, Continuing Education Program, and CUNY on the Concourse (offsite location) to coordinate program schedules, rooming, inventory, and purchase requests.

- Spearhead instructional and administrative technology adoption and training with high-quality results among staff, faculty, and students.
- Develop and maintain effective working relationships with other program coordinators.
- Support program quality by troubleshooting student and faculty concerns.
- Manage student/faculty onboarding, orientation, and training.
- Other duties as assigned by Assistant Director.

## **Schedule**

Hybrid Schedule: Supervise staff at CUNY on the Concourse (in-person) 3 days a week and work the remainder of the schedule remotely. Occasionally support evening and program starts.

## **Qualifications**

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### **Qualifications**

- Bachelor's degree required
- At least three (3) years of full-time work experience in higher education administration
- Advance skills in MS Office 365, including MS Teams & Excel. Zoom and Dropbox are required.
- Experience with processes and systems that require attention to detail
- Able to work independently in a fast-paced, complex environment
- Digital curiosity and superior problem-solving skills.
- Must have a passion for helping adults advance their career
- Excellent professional written and verbal communication skills.
- Willingness to take advantage of professional development and growth opportunities

### **Preferred**

- Managerial experience of administrative staff
- Experience in workforce development or adult education
- Experience in project management.