
Job Title	Operations Coordinator
PVN ID	LE-2206-004859
Category	Clerical/Office Services
Location	LEHMAN COLLEGE
Department	School of Education - Institute for Lite
Status	Full Time
Annual Salary	\$45,000.00
Hour(s) a Week	35
Closing Date	Oct 31, 2022 (Or Until Filled)

General Description

The Lehman College Adult Learning Center (ALC) is a teacher-led direct-service project of the Institute for Literacy Studies (ILS). Our shared mission—advancing urban education—has deep significance for the schools, colleges, and community-based settings in our home borough of the Bronx. Four interrelated core values inspire and infuse our work: commitments to human capacity, social justice, the power of democratic communities, and transformative work for all persons.

We provide thoughtful, innovative instruction, individualized counseling, and a nurturing environment for learners aged 16 and older. Students enter our program with the hope that the ALC's key programs comprising free classes for Adult Basic Education (ABE), High School Equivalency (HSE) and English for Speakers of Other Languages (ESOL) including career and college readiness can provide them with a meaningful pathway toward qualitatively better lives and economic self-sufficiency. In turn, our classes embed adult learning in real-life contexts to ensure that everyone who comes through our door has the skills to not only get a foothold but compete in the modern workplace.

Under the supervision of the ALC Director, the Operation Coordinator is a highly responsible and organized individual that can operate in a confidential capacity. They are responsible for: general oversight of the office and daily schedule; engaging in critical liaison with various college offices, supervising volunteer and work-study staff. The Operations Coordinator:

- Provides oversight over daily office matters such as scheduling, staffing, and interacting with various college departments and stakeholders;
- Establishes specific priorities for day-to-day administrative activities based on the Director and Associate Director's guidance and goals;
- Uses discretion to evaluate and resolve administrative matters referred to the project, program, or office head;
- Maintains accurate up-to-date calendars; briefs and prepares the Director and Associate Director for the daily activities; alerts to upcoming important meetings and commitments; tracks correspondence, including email;

- Schedules meetings; screens guests, phone calls, and correspondence; determines nature of visit or inquiry, providing guidance on protocol or process and deciding priorities and access;
- Interacts with various departments to recruit volunteers and work-study staff and directs them in fulfilling their assignments;
- Onboards new staff with CUNY Research Foundation (RF) and works to secure access to electronic accounts;
- Trains new staff in routine processes and policies and remains knowledgeable of changing policies for staff inquiries;
- Maintains and updates ALC employee handbook;
- Monitors time and leave for ALC staff;
- Develops processes to improve and streamline administrative operations; organizes and maintains filing systems, electronic and paper; oversees document retention and imaging;
- Coordinates large mailings from electronic and other lists;
- Follows up with phone calls, correspondence, etc.; reviews incoming and outgoing submissions for completeness and accuracy;
- Provides assistance and responds to verbal and written requests for information;
- Assists in the preparation and dissemination of information relating to the administration and management of the department or area; updates and queries databases;
- Assists in the preparation of reports and presentations; assembles data on spreadsheets;
- Researches and prepares background materials for administrative meetings; oversees scheduling details and meeting details;
- Attends meetings, takes minutes, prepares summaries as directed;
- Assists in the production of brochures and other program materials;
- Maintains/monitors financial accounts for the office, including purchasing, bill payments, and reimbursements; prepares detailed reports for the Director and Associate Director;
- Orders materials and supplies for staff and faculty; oversees petty cash receipts and distribution;
- Arranges and assists with special events, ceremonies, and conferences;

Other Duties

- Performs the duties of other positions when necessary.

Qualifications

- Ability to organize, prioritize, and manage day-to-day projects and assignments;
- Ability to assess situations and employ flexibility and discretion as appropriate, within policies;
- Ability to work independently and as part of a team;
- Ability to treat confidentially all matters of importance to the program;
- Ability to read, understand, follow, and train others in administrative policies and procedures;
- Ability to work effectively with staff, associates, and internal and external constituents;
- Ability to communicate effectively with diverse clients and staff, providing accurate and appropriate information;
- Ability to articulate policies and procedures in response to inquiries;

- Ability to anticipate administrative problems and correct favorably incidents of perceived poor service;
- Ability to organize and manage records and archival systems;
- Ability to handle multiple tasks and meet deadlines;
- Ability to direct day-to-day assignments of clerical and volunteer staff;

QUALIFICATIONS

- Minimum Associate's Degree with relevant experience, Bachelor's Degree preferred;

POSITION HOURS

Full time, 70 hours per bi-weekly pay period. General daytime hours, but evening hours as needed. The ALC operates from 9 AM to 9 PM most weekdays so there will be a requirement from time to time to start work earlier or finish later as the role dictates (e.g.- project deadlines, registrations, filling in for staff, etc.).