
Job Title	New Student Experience Specialist
PVN ID	PS-1810-002772
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Dec 14, 2018 (Or Until Filled)

General Description

The CUNY School of Professional Studies (CUNY SPS) provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2018 Best Online Bachelor's Degree Programs.

The New Student Experience Specialist will provide a central point of access for students enrolling in online courses(s) offered by CUNY SPS as visiting students and will support students applying to CUNY SPS via a new performance-based admissions process. The New Student Experience Specialist will assist these students with pre-enrollment questions, including those about course equivalencies and permissions, online course site access, the performance-based admissions process, and academic issues including transfer credit and credit for prior learning. This position will also facilitate undergraduate new student orientations and online learning simulations for various populations.

Other Duties

Duties include but are not limited to:

- Facilitates online orientations for undergraduate, ePermit, and non-degree students (summer, fall, spring

sessions) by answering questions, monitoring participation and completion of core tasks, and directing students to appropriate CUNY SPS resources

- Facilitates an online learning simulation for prospective students and applicants
- Serves as a point of contact for ePermit and non-degree students at the CUNY School of Professional Studies
- Advises students seeking information about Credit for Prior Learning
- Provides excellent service to students by working proactively to resolve administrative, academic, and technical issues, escalating cases to the appropriate individual or office as needed.
- Evening and weekend hours may be required.

Qualifications

A preferred candidate should have:

- At least two years of customer service support and/or academic advisement experience.
- Experience with the Blackboard LMS platform and experience taking—or teaching—fully online courses
- Experience with higher education, orientation, and working with non-traditional students
- Ability to work independently and take initiative in directing own work, as well as working efficiently and effectively with others
- Excellent written, oral, and communication skills
- Proficiency in Microsoft Office Suite

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