
Job Title	College Navigator
PVN ID	PS-2212-005255
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$65,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	May 04, 2023 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

The *Jump Back into College: A New Beginning for Stopped Out Youth* grant at CUNY School of Professional Studies was funded by the Heckscher Foundation for Children to support young people who were enrolled in CUNY between 2017 and 2021, but who have since stopped out, with GPAs under 2.5. CUNY SPS plans to leverage its successful *Jump Start* performance-based admissions process to provide a fresh start through with high-quality online programming and support services, flexible degree programs, generous Credit for Prior Learning and transfer policies, and the services of a dedicated *Jump Start* College Navigator.

The *Jump Start* College Navigator will be a collaborative professional with experience in higher education or post-high school job training programs for a full-time College Navigator position. Reporting to the Experiential Learning Director, the Navigator will provide a central point of access for students applying to CUNY SPS through the *Jump Start* Application. The Navigator assists students with pre-admission questions including those about the application, taking online courses, academic issues, and credit for prior learning. The Navigator will also provide ongoing cohort-based support throughout the first semester and will also help facilitate the CUNY SPS undergraduate Online Learning Simulation, *Test Flight*.

The Navigator will work closely with the CUNY SPS offices of Academic Affairs, Experiential Learning, Advisement, Admissions, and Financial Aid.

This is a one-year grant-funded position

Other Duties

Duties include but are not limited to:

- Facilitating the Online Learning Simulation *Test Flight* for potential applicants
- Providing excellent service to *Jump Start* applicants by working proactively to resolve administrative, academic, and technical issues, escalating cases to the appropriate individual or office as needed
- Promoting the School's articulation agreements to Jump Start students
- Informing and advising applicants about credit for prior learning opportunities and the transfer credit evaluations process for prior academic work, including use of TREX
- Continuing to support program cohorts upon transfer and throughout their first semester at CUNY SPS
- Working some evening and weekend hours (remotely) when *Test Flight* is in session

Qualifications

- Bachelor's Degree

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, new student orientation, working with non-traditional populations
- Excellent written, oral, and communication skills
- Proficiency in Microsoft Office Suite including Advanced Excel and Powerpoint (or similar presentation software)
- Understanding of Ellucian Degree Works and/or degree audit systems
- Ability to utilize communication and tracking technologies (CRMs, Microsoft Office Suite, Navigate) and aptitude to learn new systems as needed Proficiency with Oracle PeopleSoft Campus Solutions and/or CUNYfirst
- A commitment to our campus values of equity, diversity, and inclusion
- Ability to work independently in a fast-paced environment and to take initiative in directing own work, as well as working efficiently and effectively with others
- Performs relate duties as assigned

Mandatory Vaccine Mandate: As of May 27, 2022, all candidates will be required to provide proof of being fully vaccinated against COVID-19 upon commencing employment. Exemption (medical or religious) requests to this requirement will be considered in accordance with applicable law and criteria. Being fully vaccinated is defined for this purpose as two weeks after a final dose in primary series of an authorized COVID-19 vaccine. Final candidates must be fully vaccinated as of their first day of employment

The Research Foundation of the City of New York & Diversity

As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.