
Job Title	Academic Partnerships Outreach and Admissions Coach
PVN ID	PS-2212-005304
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	Apr 27, 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 CUNY School of Professional Studies Academic Pathways Partnership is an innovative collaboration with workforce training providers that enables graduates of tech training programs to receive college credit toward a CUNY SPS bachelors degree. The goal of this partnership is to build non-credit to credit 'on ramps' to a four-year degree by allowing program graduates to matriculate into select CUNY SPS career-focused degree programs with up to 15 credits toward their bachelor's degree awarded for their non-credit learning.

Supported by funding from the Pinkerton Foundation, the Office of Admissions seeks an Academic Partnerships Outreach and Admissions Coach to provide proactive and high-quality admissions and enrollment support to students, by engaging leads from existing and newly-formed partnership affiliations with community-based workforce training providers (CBOs) and other partners. Additionally, the Academic Partnerships Outreach and Admissions Coach will develop customized partnership recruitment plans that will remove barriers to the admissions and pre-enrollment experience and will lead to increased enrollments from partner pipelines.

The successful candidate will perform outreach functions necessary to accomplish student enrollment goals, including timely communications management with prospective and admitted students, high-touch outreach to targeted prospect populations, admissions event (both virtual and in-person), and other tasks that increase enrollment. This role is measured in both the growth of partner pipeline enrollments as well as partner satisfaction and will work closely with the Academic Partnership Navigator to ensure a friction-free admissions process and a successful first semester at CUNY SPS.

Other Duties

The successful candidate will perform outreach functions necessary to accomplish student enrollment goals, including timely communications management with prospective and admitted students, high-touch outreach to targeted prospect populations, admissions event (both virtual and in-person), and other tasks that increase enrollment. This role is measured in both the growth of partner pipeline enrollments as well as partner satisfaction and will work closely with the Academic Partnership Navigator to ensure a friction-free admissions process and a successful first semester at CUNY SPS.

In addition to the Research Foundation Title Overview, the successful candidate's duties include but are not limited to:

- Help to develop and lead a partnership recruitment strategy targeting external CBOs, businesses, and organizations to identify, recruit and enroll prospective students.
- Help to develop and maintain supportive relationships with CBOs, partner pipelines, and other institutions with qualified leads; assist in following up with organizational contacts; maintain a database of contacts; support existing relationships through participation in bi-monthly meetings with partner organizations.
- Cultivate leads generated from partner pipelines as part of a school-wide partnership initiative; provide information as to the status of these leads; update databases, lists, and files to organize the office's actions into an efficient outreach strategy plan.
- Perform a balance of mixed high-touch outreach activities to CBOs and partner pipelines via phone, email, and text, while assisting with the management of mass communications to targeted populations of suspects, prospects, and applicants leading to increased enrollments.
- Research and identify other target workforce training providers for recruitment, analyze trends and assess the effectiveness of outreach activities via a robust tracking and reporting model.
- Conduct ongoing and annual analysis of partnership pipelines by gathering and analyzing data, metrics, analytics, and other relevant partner information to inform current and future opportunities.
- Assist with everyday office operations, manage the intake and responses of a busy Admissions department main phone line and email account, and organize and maintain electronic files and records as directed.
- Interact with other enrollment management, student service departments, and academic departments across the campus community to ensure that the needs of prospective students are met.
- Demonstrate efficiency in or a willingness to learn existing and new admissions systems technologies such as customer relationship management (CRM) and online application tools, among others.
- Represent the school at local, regional, and national Admissions events (in-person or virtual) such as information sessions, conferences, and any potential visit opportunities with CBOs and other partner pipelines.
- Undertakes various projects and assists with other related tasks as directed.

Qualifications

Bachelor's Degree required.

The preferred candidate will have:

- Professional experience working in a customer-service capacity, preferably in higher education and/or with recruitment/admissions for nontraditional and transfer students
- Professional experience working with and managing relationships with CBOs and other non-profits.
- Excellent communication, interpersonal, and organizational skills
- Ability to build rapport and maintain positive, professional relationships with students, staff, and faculty
- Evidence of proactive problem solving and follow-up to resolve student issues
- Prior experience with or a willingness to learn student information systems, Customer Relationship Management (CRM) tools, and database maintenance.
- Flexibility to work evening and weekend hours as needed
- Must be able to work with diverse constituencies and support an inclusive work environment with a commitment to campus values of diversity, equity, and inclusion

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.