

<b>Job Title</b>	Administrative Specialist
<b>PVN ID</b>	PS-2508-006980
<b>Category</b>	Clerical/Office Services
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	Innovative Learning Solutions (ILS)
<b>Status</b>	Part Time
<b>Hourly Rate</b>	\$49.45-\$49.45
<b>Hour(s) a Week</b>	28.00
<b>Closing Date</b>	Oct 18, 2025 (Or Until Filled)

## General Description

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.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions (ILS) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

### Description:

CUNY SPS seeks an Administrative Specialist who will work on, and be embedded with, the Benefits Access Program, sponsored by the Mayor's Office for Economic Opportunity (NYC Opportunity). NYC Opportunity helps New York City apply evidence and innovation to reduce poverty and increase equity. They work to improve government systems by advancing research, data, and design in program and policy development, service delivery, budget decisions, analyzing existing anti-poverty approaches, developing new strategies, facilitating the sharing of data across City agencies, and rigorously assessing the impact of key initiatives.

NYC Opportunity leads the City's benefit access work through its coordination of the NYC Benefits Committee,

managing key products including ACCESS NYC, the NYC Benefits Platform, and piloting new tools such as My File NYC. Its products connect over 3 million New Yorkers to vital benefits, programs and services annually and progress how the City can use technology to more quickly and efficiently provision services and improve resident experience. NYC Opportunity's Service Design Studio leads the NYC Benefits Coordinating Committee across agencies and stakeholders, and helps residents design and inform services provided by the City. NYC Opportunity also produces the annual official poverty measure of the New York City government (the NYCgov measure), one that provides a more nuanced understanding of poverty in New York City than the federal rate allows as it captures a broader array of benefits and costs specific to NYC. This data informs the City's understanding of inequality and the effectiveness of policies in addressing disparities among local residents and communities, and helps build an accurate description of who is in poverty, identify some of the leading causes for being in poverty, and measure how citywide programs work to offset the poverty rate.

**Location:** Downtown Brooklyn, NY

## Other Duties

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This position provides administrative support to Programs & Evaluation team, Poverty Research Unit, Products Team, Service Design Studio and Strategy & Operations Team, including overall strategy and human resources operations for the office and office management and facilities support.

### Human Resources

- Support full cycle staff and intern onboarding and offboarding, including but not limited to sourcing resumes, phone screens, interviews, employee training, employee relations, professional development, exit interviews etc.
- Coordinate annual performance reviews and professional development requests process across 50+ person office
- Serve as liaison with agency HR offices and NYC Opportunity staff to support leave requests, timesheet troubleshooting, and other HR-related concerns
- Coordinate with contracted temp agencies and contracting partners to support on-and offboarding and HR-related items for non-City staff
- Support officewide Diversity, Equity and Inclusion (DEI) efforts
- Use knowledge of city civil service titles and requirements to develop appropriate job descriptions and manage submissions for required agency paperwork and approvals
- Manage Recruitment website

### Communications

- Support NYC Opportunity's strategic communications channels, including [NYCO's website](#), [social media posts](#), [blog posts](#), articles, reports, press releases, and newsletters.
- Assist in preparing 1-pagers and presentations.

### IT and Office Management

- Coordinate with the Office of Technology and Innovation to support and maintain technical equipment, including troubleshooting desktop, network, infrastructure, and mobile support requests for the office.
- Coordinate and manage calendars and meetings across offices and teams, including scheduling meetings for internal and external agency partners, developing agendas, and distributing meeting materials.

- Serve as lead on office management related tasks; including ordering supplies and licenses, maintaining office equipment and inventory lists, coordinating with vendors, and managing reception desk.
- Ensure appropriate equipment, badge, paperwork, and communications are distributed and collected for onboarding and offboarding.
- Submit and track IT requests for staff with OTI, City Hall or agency IT offices
- Coordinate with building facilities teams to support office maintenance and upkeep
- Support office move from two locations into one.
- Perform other tasks as assigned

### **Contracting and Payment Processes**

- Support each team with contracting needs, including invoice payment requests and monitoring procurement status with agencies
- As well as other duties as assigned.

## **Qualifications**

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- Bachelor's degree + 3 years relevant work experience in city government administration
- Experience in recruitment and human resources, particularly in City government
- Strong administrative and organizational skills
- Knowledge with Microsoft Office and Google Business Suite.
- Highly collaborative with ability to use independent judgment and knowledge of when and how to seek input from colleagues
- Ability to manage multiple tasks and to prioritize among assignments
- Experience working closely with communities who are engaging with public services and programs and/or has lived-experience engaging with public services and programs.

### *The Research Foundation of the City of New York & Diversity*

Diversity is a core value at the Office of Innovative Learning Solutions (ILS) 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.