
Job Title	Program Assistant
PVN ID	QB-1711-002219
Category	Clerical/Office Services
Location	QUEENSBOROUGH C. C.
Department	Continuing Education and Workforce Devel
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jan 29, 2018 (Or Until Filled)

General Description

Queensborough Community College is seeking a program assistant to provide administrative support to two grant-funded programs in the Division of Pre-College, Continuing Education and Workforce Development, in the areas of Behavioral Health and Technology. The Program Assistant will perform a wide range of administrative and office support activities for the programs and/or managers to facilitate the efficient operation of the organization.

Other Duties

Main Job Tasks and Responsibilities

- General clerical duties
- Maintain electronic and hard copy filing system
- Handle requests for information and data (updating student info on various databases and creating certificates, etc. for students)
- Resolve administrative problems and inquiries (i.e. receiving and retrieving candidate documentation for student files)
- Preparing and modify documents including correspondence, reports, drafts, memos and emails (including metro-card organization and update)
- On site presence as requested by program managers/directors.
- Attend various functions of programs (i.e. orientations, information sessions)
- Be present at the request of Program Manager/Director at recruitment functions
- Interact with program students when necessary to follow up on items necessary and as requested by program manager/director.
- Be able to work some evening hours and travel to and from QCC's downtown Flushing Center
- Work closely with students in collection of all documents needed for program enrollment, eligibility, and retention.

- Answering phones calls, responding to inquiries about program enrollment, and calling students to schedule appointments.
- Assist in TABE testing, and in coordination of classroom reservations.

Qualifications

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- An Associate's degree; Bachelor's degree preferred.
- At least two (2) years of full-time experience working in a professional environment.
- Demonstrated experience using computerized data management systems
- Data entry and generating reports
- Strong attention to detail
- Excellent problem solving skills
- Excellent demonstrated customer service skills.
- Excellent demonstrated written and oral communication skills.
- Ability to adapt to changing situations and priorities.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.
- Intermediate MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project) skills.