

Job Title	Program Assistant
PVN ID	QC-2002-003517
Category	Clerical/Office Services
Location	QUEENS COLLEGE
Department	CUNY EDGE
Status	Part Time
Hourly Rate	\$18.00-\$18.00
Hour(s) a Week	21.00
Closing Date	Jul 01, 2020 (Or Until Filled)

General Description

Background

CUNY EDGE, formerly known as the COPE program, provides students with a range of services, benefits, and support so that they succeed in college and their careers. CUNY EDGE balances academic advising and personal support with workforce preparation, leadership development and community engagement.

The mission of CUNY EDGE is to help CUNY students who are receiving public assistance achieve academic excellence, graduate on time, and find employment. In its first year CUNY EDGE served 4,900 students across 19 campuses.

General Duties

- Supports the program's efforts to meet specific numeric goals around student participation, persistence, graduation, and employment;
- Monitors and reports attendance in classes, HRA Fellowship Program, Federal Work Study, and internships, utilizing the required data systems (Training Provider Timekeeping System (TPTS), Daily Timekeeping System (DTS), and Research Foundation payroll);
- Completes and collects HRA, QC, and Research Foundation paperwork;
- Provide superb customer service to students, staff, and other college departments;
- Participates fully in professional development opportunities;

Other Duties

- Provide exceptional customer service;
- Complete data entry quickly and accurately;
- Closely collaborate with other college departments including financial aid, the bursar, the registrar, counseling center, etc. to refer students, obtain student information, and receive referrals;
- Provide overall administrative support to program; Perform related duties as assigned.

Qualifications

Required Qualifications

- A high school diploma or its equivalent and two years of full-time equivalent related work experience, OR
- Successful completion of one year of post-secondary education (or 30 college credits in a matriculated course of study and one year of related work experience, OR
- An Associates degree from an accredited college.

AND

- Excellent communication skills (written, oral and interpersonal);
- Detail-oriented with strong organizational skills;
- Knowledge of HRA systems preferred;
- Proficiency using standard office computer programs, systems, survey tools, and databases;
- Ability to handle day-to-day responsibilities independently;
- Interest in social work and human services