

Job Title	Program Assistant
PVN ID	QC-2206-004873
Category	Clerical/Office Services
Location	QUEENS COLLEGE
Department	CUNY EDGE
Status	Part Time
Hourly Rate	\$21.00-\$21.00
Hour(s) a Week	0.00-21.00
Closing Date	Aug 28, 2022 (Or Until Filled)

General Description

Background

CUNY EDGE provides students with a range of services, benefits, and support to 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 receive public assistance, achieve academic excellence, graduate on time, and find employment. In its first year, CUNY EDGE served 4,900 students across 19 campuses. Queens College CUNY EDGE provides support for 60-90 students a semester.

General Description

We are currently searching for a highly motivated individual who can provide overall administrative support, both virtually and on campus (subject to changes in CUNY, NYS, and CDC policies), to the program and perform related duties as assigned. The program assistant will answer directly to the Director of CUNY EDGE at Queens college.

Other 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 in professional development opportunities;
- Closely collaborate with other college departments, including financial aid, the bursar, the registrar, counseling center, career center, etc. to refer students, obtain student information, and receive referrals;
- Manage virtual “front desk” during online office hours

Qualifications

- Successful completion of one year of post-secondary education (or 30 college credits in a matriculated course of study and two years of related work experience offering client support both virtually and in person, OR
- An Associates degree from an accredited college and two years of related work experience offering client support both virtually and in person OR
- A bachelor's degree from an accredited college, AND
- Excellent communication skills (written, oral and interpersonal);
- Detail-oriented with strong organizational and technological skills;
- Knowledgeable in career development and workshop facilitation;
- Proficiency using standard office computer programs, systems, survey tools, and databases;
- Familiarity with a variety of virtual meeting software (Zoom, Google Meet, Microsoft Teams, and Blackboard);
- Ability to handle day-to-day responsibilities independently;
- Please submit a cover letter along with the resume