Job Title	Program Assistant
PVN ID	QC-2212-005269
Category	Clerical/Office Services
Location	QUEENS COLLEGE
Department	CUNY EDGE
Status	Part Time
Hourly Rate	$21.00-$21.00
Hour(s) a Week	21.00
Closing Date	Feb 07, 2023 (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 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. 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 technical assistance and administrative support, both virtually and on campus, 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);
- Provides superb customer service to students, staff, and other college departments.
- Participates fully in professional development opportunities.
- Utilizes both standard data management programs and virtual meeting software.
- Closely collaborate with other college departments, including financial aid, the bursar, the registrar, the

counseling center, the career center, etc., to refer students, obtain student information, and receive referrals.

Qualifications

- Two years of related work experience offering client support, OR
- An Associate’s degree from an accredited college and one year of related work experience offering client support 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.
- Familiarity with career development tools.
- Proficiency in using standard office computer programs, such as MS Office, survey tools, and databases.
- Familiarity with a variety of virtual meeting software (Zoom, Google Meet, MS Teams, and Blackboard);
- Ability to handle day-to-day responsibilities independently.
- Please submit your resume with an updated cover letter