

Job Title	Program Assistant
PVN ID	QC-2307-005745
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	Sep 19, 2023 (Or Until Filled)

General Description

CUNY EDGE is a dedicated support program offering comprehensive resources to help CUNY students receiving public assistance benefits succeed in college and their careers. Through a combination of academic advising, personal support, and workforce preparation, CUNY EDGE aims to foster academic excellence, timely graduation, and successful employment outcomes for its students.

We are seeking a highly motivated and proactive Program Assistant to provide technical and administrative support for CUNY EDGE. The Program Assistant will play a pivotal role in ensuring the smooth functioning of the program. Key responsibilities will include data management, attendance monitoring, exceptional customer service, and valuable assistance with special projects. Strong communication, organizational skills, and proficiency in standard computer programs are essential requirements for this role. If you are passionate about supporting student success and making a positive impact, we encourage you to apply by submitting your resume and a cover letter.

Other Duties

- Support the program in achieving specific goals related to student participation, persistence, graduation, and employment.
- Monitor and report attendance in various programs, such as the HRA Fellowship Program, Federal Work Study, and internships, utilizing designated data systems.
- Exhibit a strong commitment to delivering exceptional customer service, supporting students, staff, and other college departments with inquiries and requests promptly and professionally.
- Actively participate in professional development opportunities to enhance skills and knowledge.
- Utilize standard data management programs and virtual meeting software effectively.
- Foster effective collaborations with college departments, including financial aid, the bursar, the registrar, the counseling center, the career center, and more, to facilitate student referrals and obtain necessary information efficiently.

- Other duties as assigned

Qualifications

- Possess at least two years of relevant work experience offering client support in an academic setting OR hold an associate degree from an accredited college and one year of related work experience offering client support in an academic setting OR a bachelor's degree from an accredited college.
- Excellent communication skills, both written and verbal, with strong interpersonal abilities.
- Show great attention to detail, exceptional organizational skills, and a high level of technological proficiency.
- Display familiarity with virtual meeting software, such as Zoom and MS Teams, and learning module systems like Blackboard or Brightspace, to facilitate seamless virtual interactions and learning experiences.
- Ability to work independently and handle day-to-day responsibilities effectively.
- Possess the ability to work independently while efficiently managing day-to-day responsibilities and proactively seeking opportunities for continuous improvement.