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| Job Title | Program Assistant |
| PVN ID | QC-2409-006460 |
| 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 | Oct 16, 2024 (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.
- Provide exceptional customer service to students, staff, and other college departments.
- Actively participate in professional development opportunities to enhance skills and knowledge.
- Utilize standard data management programs and virtual meeting software effectively.
- Collaborate closely with college departments, including financial aid, the bursar, the registrar, the counseling center, the career center, etc., to facilitate student referrals and obtain necessary information.
- Other duties as assigned

Qualifications

- 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, both written and verbal, with strong interpersonal abilities.
- Detail-oriented with exceptional organizational and technological skills.
- Proficiency in standard computer programs, including MS Office, Canva, survey tools, and databases.
- Familiarity with virtual meeting software such as Zoom, MS Teams, and Blackboard.
- Ability to work independently and handle day-to-day responsibilities effectively.