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<b>Job Title</b>	Program Assistant
<b>PVN ID</b>	SI-2305-005633
<b>Category</b>	Administrative Services
<b>Location</b>	COLLEGE OF STATEN ISLAND
<b>Department</b>	Workforce Development
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$50,000.00 - \$50,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jul 24, 2023 (Or Until Filled)

## General Description

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Grounded in the Liberal Arts tradition, the College of Staten Island is committed to the highest standards in teaching, research, and scholarship. Drawing on the rich heritage of the City University of New York that has provided access to excellence in higher education since 1847, the College of Staten Island offers that same opportunity in New York City's Borough of Staten Island. The College is dedicated to helping its students fulfill their creative, aesthetic, and educational aspirations through competitive and rigorous undergraduate, graduate, and professional programs. We embrace the strength of our diversity, foster civic mindedness, and nurture responsible citizens for our city, country, and the world.

The Office of Workforce Development and Innovation at the College of Staten Island develops, manages, and offers training programs designed to address critical skill gaps in growing workforce industries.

Workforce Development provides quality, flexible and cost-effective training to support the educational and training goals of individuals and organizations across New York city. We offer certificate programs and professional development courses in the healthcare, technology and business sectors. Our department draws upon the expertise of faculty and subject matter experts to deliver quality training programs.

The position is responsible for all the operational functions of student enrollment. Student support, especially during the recruitment and enrollment period, is required, as well as providing support to instructional staff throughout the life cycle of a program/course. In addition, the Program Assistant ensures the accuracy of the academic records in Xenegrade, the department's registration system, and is responsible for resolving student issues that cannot be addressed by front-line line staff. This role requires strong interpersonal and communication skills, comfort working in a team/collaborative environment, and high organizational skills.

## Other Duties

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- Organizes and manages all student records and registrations

- Provides technical support to all instructional staff, including onboarding of staff and instructors
- Collaborates with instructional staff to improve services to students in the classroom by delivering A/V assistance and supplying instructional and classroom materials
- Assist in support services to all students, including tuition vouchers and online course support
- Creates course schedules for the purpose of recruitment materials, including the catalog, fliers, website, and the schedule of all rooms and classes
- Collects student data from instructors such as attendance, grades, program completion, and certification exam results
- Monitors course enrollment and updates the leadership team on enrollment data and credentialing exams for all courses
- Ensures that all information related to courses, tuition, and instructors remains current and accurate in the registration system (Xenegrade)
- Responsible for collecting and submitting timesheets promptly for all workforce development staff and instructors to process payroll
- Responsible for the creation and submission of all personnel action forms (PAFs)
- Responsible for ensuring public safety is scheduled on the evenings and weekends. During peak times, assists front-line staff with answering calls and registering students
- Represents Continuing Education programs at onsite and offsite events, including assisting with event setups, open houses, and other virtual events. (Some evenings required)
- Place institutional work orders for physical space and technology needs and maintain the overall appearance of classrooms and the conference room
- Manage office and course supplies. Submit purchasing orders as necessary
- Embraces relevant technology and actively improves their skills through informal and formal learning
- Other program-related tasks or special projects as assigned by the Director of Workforce Development and Administration

## Qualifications

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- Associate degree (Bachelor's degree preferred)
- A minimum of two years of professional experience
- Excellent communication skills, interpersonal skills, and analytical capability Ability to work collaboratively with faculty and staff
- Excellent organizational skills, attention to detail, and knowledge of administrative and instructional practices
- Ability to successfully manage several projects simultaneously and deliver projects on tight deadlines
- MSOffice 365, client relationship managing system and registration systems
- Experience working in educational settings, nonprofit and the ability to effectively direct faculty and students
- Higher education work experience (preferred)