

Job Title	Program Manager
PVN ID	VA-1602-000983
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Internship Programs
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Mar 16, 2016 (Or Until Filled)

General Description

The Office of Internship Programs is home to several internship and employment projects that provide CUNY students with opportunities to improve their workplace readiness skills, earn an income to help them pay for college, and apply classroom learning in their field of study. These projects include the IT Specialists Internship Program, which provides CUNY students majoring in computer science and related disciplines with paid IT internships at over a dozen New York City government agencies; the NYCHA Call Center Staffing Project, which helps staff the call center of the New York City Housing Authority; and the CUNY 311 Project, which provides the opportunity for CUNY students to work as part-time Call Takers within New York City's 311 (NYC 311) Customer Service Center.

The Office of Internship Programs is seeking an experienced, dedicated, and customer service-oriented Program Manager to assume leadership over a portfolio of New York City government agency partners that employ CUNY interns. The Program Manager will serve as CUNY's primary representative to these agencies.

Other Duties

Under the direction of the Director of Internship Programs, the Program Manager will:

- Provide leadership to support the overall success of the Office of Internship Programs.
- Meet and collaborate with NYC agency staff.
- Supervise one Program Coordinator position.
- Oversee and coordinate the recruitment and hiring process of student interns, including:
 - Establishing recruitment goals and interviewing protocols
 - Monitoring student eligibility criteria
 - Collaborating with CUNY campuses to help meet student recruitment goals

- Processing New Hire Packages
- Develop, enforce, monitor, and implement personnel policies and procedures for student interns.
- Manage project budgets and prepare budgetary reports.
- Oversee project payroll and bi-weekly timesheet submission process.
- Prepare programmatic reports.
- Present information about the Office of Internship Programs to an array of audiences.

Qualifications

- Bachelor's degree required.
- 4+ years of experience in project management, student development, human resources, or related fields, with time spent overseeing program operations and resolving programmatic issues.
- Excellent communication and interpersonal skills, with a customer-focused approach to working.
- Demonstrated ability to work independently and collaboratively with diverse populations in a fast-paced, demanding, and complex work environment.
- An overall work style that reflects confidence, integrity, initiative, flexibility, and good judgment.
- Experience working with budgets.
- Strong computer (MS Word, Excel) skills.