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Job Title	Program Manager - CUNY Internship Programs
PVN ID	VA-1910-003313
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Continuing Education & Workforce Develop
Status	Full Time
Annual Salary	\$58,000.00 - \$68,000.00
Hour(s) a Week	35
Closing Date	Dec 09, 2019 (Or Until Filled)

## General Description

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### MISSION

**With more than 250,000 students enrolled in 25 campuses across the five boroughs of New York City, the City University of New York is the largest urban University system in the United States. CUNY Career Success Initiatives is dedicated to serving students from all 25 campuses, from orientation to getting hired. Our mission is to understand what employers need and equip our students with not only the skills to succeed, but also a choice-filled life.**

### GENERAL DESCRIPTION

CUNY Internship Programs is home to several internship programs that provide CUNY students with opportunities to develop their workplace readiness skills, earn an income to support living and college expenses, and apply skills learned in the classroom. These programs include:

STEM Internship Program: Providing STEM majors with paid internships at New York City government agencies

CUNY 311 Project, paid work experience as part-time call takers within New York City's 311 Customer Service Center

DoITT Fellowship: A three-year program in which alumni work full-time at DoITT, receive specialized training, and take the Civil Service Exam when eligible.

Civil Service Pathways Fellowship: A two-year program in which alumni work full-time at a City agency, receive training and become eligible to take the civil service exam after the first year.

The Program Manager to assume leadership over a portfolio of New York City government agency partners

and quasi-governmental employer partners. This individual will serve as CUNY's primary representative to these organizations.

## Other Duties

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### Internship Management

Reporting to the Director of CUNY Internship Programs, the Program Manager will oversee and execute the following areas:

- Leading the development, implementation, and monitoring of the program's operations, policies, and documentation
- Interfacing with Students, Agency Staff, & RFCUNY Staff to excellent and timely provide customer service to all project stakeholders
- Work with the CUNY Senior University Dean (SUD) Finance/Personnel team to coordinate the hiring process of student interns
- Co-coordinate the budgeting and payroll process for student interns with the CUNY Senior University Dean (SUD) Finance/Personnel team
- Input and maintain data into Symplicity CSM, and future CRMS, and submit accurate data for all reporting needs
- Project manage non-MOU and quasi-governmental recruitment initiatives
- Support team to meet recruitment and engagement goals by implementing recruitment and engagement plan including in-person and virtual methods
- Present information about CUNY Internship Programs to an array of audiences
- Provide leadership to support the overall success of CUNY Internship Programs
- Support CUNY Internships Program director on unit-wide and campus-based work
- Related responsibilities as deemed necessary

## Qualifications

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### Minimum Qualifications

- Bachelor's degree required
- 5 years of experience in project management, staffing, higher education, human resources, operations, or another related area.
- Highly organized, process-focused, and detail-oriented with excellent time-management skills.
- 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 work environment.
- Ability to think on one's feet and use good judgment to quickly analyze and solve problems.
- An overall work style that reflects confidence, integrity, initiative, flexibility, and good judgment.
- Experience managing budgets

- Strong computer skills required, specifically: proficiency with Microsoft Word, PowerPoint, Excel, Outlook, CRMs, and web-based systems.

### **Preferred Qualifications**

- Significant human resources experience is a plus

### **Physical Requirements**

- This position operates in a professional office environment. This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phone, photocopiers, filing cabinets and other presentation materials
- While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 20 pounds), bending, reaching, sitting for prolonged periods of time.
- Ability to travel to other CUNY sites as needed.

### **EEO Info**

We are committed to enhancing our diverse academic community by actively encouraging people of all race, color, religion, gender, gender identities or expressions, sexual orientation, national origin, genetics, disabilities, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer.