
Job Title	Program Manager - CUNY 311 Project
PVN ID	VA-1912-003417
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Continuing Education & Workforce Develop
Status	Full Time
Annual Salary	\$58,500.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Feb 19, 2020 (Or Until Filled)

General Description

MISSION

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.

CUNY Internship Programs is seeking an experienced, dedicated, and customer service-oriented Program Manager to act as the main liaison and program administrator for the NYC 311 Call Center Project. This individual will serve as CUNY's primary representative to this organization.

Other Duties

DUTIES AND RESPONSIBILITIES

Internship Management

Under the direction of the Director of Internship Programs, the Program Manager will oversee and execute the following areas:

- Provide leadership to support the overall success of the CUNY Internship Programs.
- Interfacing with Students, Agency Staff, & RFCUNY Staff to excellent and timely provide customer service to all project stakeholders
- Supervise the 311 Program Coordinator
- Oversee and coordinate the recruitment and hiring process of student interns in collaboration with 311 supervisors, the CUNY Senior University Dean (SUD) Finance/Personnel team and faculty and staff from CUNY's colleges
- Develop, enforce, monitor, and implement personnel policies and procedures for student interns.
- Manage project budgets and prepare budgetary and programmatic reports.
- Oversee project payroll and bi-weekly timesheet submission process in collaboration with Finance/Personnel team
- Present information about internship opportunities to an array of audiences.
- Manage and upkeep CUNY Internship Program's online CSM platform

Other Duties

- Other: Related responsibilities as deemed necessary

Qualifications

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

Preferred Qualifications

Administrative and data management 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.