

---

<b>Job Title</b>	CUNY EDGE Program Associate
<b>PVN ID</b>	VA-2205-004793
<b>Category</b>	Instruction and Social Service
<b>Location</b>	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
<b>Department</b>	CUNY EDGE/Office of Academic Affairs
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$45,000.00 - \$50,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Aug 29, 2022 (Or Until Filled)

## General Description

---

CUNY EDGE is the latest initiative borne of a 20+ year partnership between the City University of New York (CUNY) and the New York City Human Resources Administration (HRA) to support public assistance recipients enrolled in college. Launched in 2016, CUNY EDGE provides public assistance recipients enrolled at CUNY with a range of services, benefits, and supports so they achieve academic excellence, graduate on time, and find employment. Key components of the program include academic, personal, and professional advisement, personal development seminars, paid work experience, and public benefits case management assistance. Serving over 4,000 students each year across 20 colleges, CUNY EDGE is led by a Central Office team supporting over 70 staff at the campuses who provide direct services to students. For more information about CUNY EDGE, visit [cuny.edu/cunyedge](https://cuny.edu/cunyedge).

The Program Liaison is a new position in the Central Office reconfigured to support a critical element of program operations previously distributed across multiple positions. Serving as the point person between the colleges and HRA, the Liaison will work closely with campus staff, HRA staff, and the Research Foundation to address student issues that may be impeding their progress in college. The Central Office team is currently restructuring several internal positions and will be embarking on an overall strategic planning process in the next few months. This will provide opportunities for development and growth within the program for this new hire.

## Other Duties

---

### Duties/Responsibilities

- Serve as the primary point of contact between the CUNY EDGE Campuses and the Education Services unit at HRA to address issues related to student enrollment in CUNY EDGE and the HRA Fellowship

Program, including but not limited to training related expenses (childcare, carfare), case closures, roster terminations, and availability of Fellowship Placement slots.

- Build relationships with other divisions within HRA to address students' case issues, including specialized programs (WeCare, HASA, etc.) as well as HRA Job Centers and Child Care Services.
- Deliver excellent customer service to keep CUNY EDGE staff, students, and agency staff apprised of progress and resolution of issues.
- Maintain tracking system of inquiries and resolutions, create summary reports,
- Identify persistent issues and recommend solutions to processes and protocols to improve efficiency.
- Update office database, lists, and files to ensure completeness and accuracy; maintain current information
- Coordinate staff enrollment into HRA data systems, including but not limited to NYCWAY, Daily Timekeeping System (DTS), and Training Provider Timekeeping System (TPTS) and troubleshoot access issues.
- Serve as back-up support to campus staff needing information from HRA data systems while awaiting access (case status, etc.)
- Perform other duties as assigned

## Qualifications

---

The ideal candidate will have

- Minimum – High School Graduate/High School Equivalency and at least five years of related experience. Preferred some college credit or Associates degree and at least three years of related experience.
- Extensive experiences with HRA policies and procedures related to education and training enrollments, cash assistance, and training-related benefits.
- Experience working with low-income populations, public benefits, and higher education either professionally or lived experiences.
- Great customer service skills to identify needs, troubleshoot, recognize persistent issues, and improve efficiencies in processes.
- Strong organizational and follow-through skills to prioritize work, coordinate multiple assignments and meet deadlines in a fast-paced, time-sensitive environment.
- Detail-oriented and accurate
- Strong work ethic and character with a high degree of personal integrity to maintain confidentiality, handle documents with discretion and safeguard personal, sensitive student information.
- Proficiency using Microsoft Office programs, specifically Excel, other administrative systems and programs, virtual meeting/conferencing and collaboration tools; Knowledge of HRA systems (NYCWAY, TPTS, DTS) is a plus
- Keen interest to learn and grow professionally as part of a collaborative team

Until further notice, this is a hybrid position, eligible to work remotely and work on-site in the office at 555 West 57<sup>th</sup> Street in Manhattan. All RFCUNY employees must reside within a commutable distance to the tri-state area.

## 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. RFCUNY is an EEO/AA Employer.