



Job Title	Program Manager - CUNY Internship Programs: MTA
PVN ID	VA-2301-005391
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Office of Careers & Industry Partnership
Status	Full Time
Annual Salary	\$60,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Jan 02, 2024 (Or Until Filled)

General Description

MISSION

We build innovative educational and career development programs that strengthen and advance The City University of New York's commitment to promoting equity and mobility for its students. The CUNY Office of Careers & Industry Partnerships (OCIP) is dedicated to the mission of connecting academic pursuits with career competitiveness. OCIP works closely with industry to understand the skills required for the most in-demand jobs and trains City University of New York (CUNY) students in those skills to prepare them for early and sustained career success.

GENERAL DESCRIPTION

The CUNY Internship Program, in partnership with various New York City government agencies, offers students the opportunity to gain hands-on experience working at a New York City agency or New York City public school. The Program is seeking an organized and self-motivated professional with excellent attention to detail, strong Microsoft 365 skills, and interpersonal skills to help support the programs projects with City partners. The Program Manager will report to the Director of CUNY Internship Programs and support day-to-day program activities, including supporting student interns into and through their internship experience.

The Office of Careers & Industry Partnerships (OCIP) seeks a Program Manager to oversee its MTA Internship Program, which works to connect current matriculated students with paid internship opportunities with one of the largest transportation systems in the city.

Other Duties

Leadership & Development:

- Support the Director in overall strategic planning, coordination and implementation of program initiatives and professional development activities to meet targets and goals for student success in college
- Collaborate with other CUNY campuses and external partners
- Lead the continued development, implementation, monitoring, and evaluation of the program's operations, policies, and documentation from recruitment through post-program support
- Supervise the Program Coordinator on day-to-day communications and administrative tasks with the Program Coordinator,
- Institute regular online surveying and work-site check-ins and provide weekly reports on the data collected

Communication & Partnerships:

- Develop partnerships with key agencies across the state to enhance the project and supports for participants.
- Institute regular online surveying and work-site check-ins and provide weekly reports on the data collected
- Review Internship applications for eligibility
- Host Info Sessions
- Meet with agency partners and program committees to ensure funds are disbursed properly
- Work with students, intermediary partners, & CUNY and RF CUNY staff to provide excellent and timely customer service to all project stakeholders

Onboarding/Payroll and Personnel Actions:

Program Manager will oversee and execute the Careers at RFCUNY Job Openings following areas:

- Matching candidates with appropriate positions (including Symplicity) and ensure vacancies are filled expediently;
- Track intern time worked against expected hours and follow up with students lagging in attendance; respond to questions and concerns regarding payroll and time sheets.
- Coordinate the intern hiring and termination process in partnership with the CUNY Office of Academic Affairs Personnel Services team which includes preparing onboarding paperwork
- Co-coordinate the payroll, sub-contracting, and invoicing process for student interns and employer partners in partnership with Personnel Services and the OCIP Grants and Operations team
- Interface with students, intermediary and employer partners, & CUNY and RF CUNY staff to provide excellent and timely customer service to all project stakeholders

Other:

- Attend staff, committee meetings and trainings as required.
- Perform special projects and other duties as assigned.

Qualifications

Minimum Qualifications

- Bachelor's Degree with two to four years of relevant experience, or Associate's Degree with three to five years of experience, or equivalent combination of education and experience, supporting programs in

education, workforce development, or business development.

- Detail-oriented and organized, with the ability to manage multiple assignments and meet deadlines.
- Strong verbal, written, and interpersonal communication skills, with a customer-focused approach to working and comfort communicating with college students.
- Excellent virtual and in-person presentation skills to large audiences Demonstrated ability to work independently and collaboratively with diverse populations in a fast-paced and high-volume work environment.
- Ability to exercise sound judgment and think on one's feet to quickly analyze and solve problems.
- Strong user of all MS Office/365 products, Excel, and aptitude to quickly pick up new systems. Knowledge of any of the following a plus: the CUNY system, CRM platforms
- Strong organizational skills with a demonstrated ability to manage in all directions in order to accomplish goals in a timely manner.
- Strong interpersonal skills with an ability to rapidly establish good rapport and build relationships.

Preferred Qualifications

- Familiarity with higher education, internships, and student management technologies

Physical Requirements

- This position is located in a professional office environment and is currently hybrid, working 70% in person (7 days) in office and 30% remote (3 days) during every two-week payroll cycle. Laptop may be provided if needed to support working remotely.
- 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. Reasonable accommodations will be made for employees with disabilities or other needs per RFCUNY policies.
- Ability to travel to other CUNY and partner sites as needed.