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| <b>Job Title</b>      | Operations Specialist                        |
| <b>PVN ID</b>         | VA-2306-005651                               |
| <b>Category</b>       | Managerial and Professional                  |
| <b>Location</b>       | OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS |
| <b>Department</b>     | Office of Careers & Industry Partnership     |
| <b>Status</b>         | Full Time                                    |
| <b>Annual Salary</b>  | \$80,000.00 - \$85,000.00                    |
| <b>Hour(s) a Week</b> | 35   |
| <b>Closing Date</b>   | Jul 12, 2023 (Or Until Filled)               |

## General Description

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### MISSION

The City University of New York (CUNY) is the nation's largest urban public university and serves 275,000 degree-seeking students and 200,000 non-degree students across 25 campuses. 77% are students of color. CUNY's core mandate is to provide a high-quality, affordable education to all New Yorkers. CUNY is a springboard of economic mobility. 42% of students hail from households earning less than \$20,000. In recent decades, CUNY has lifted more individuals from the lowest economic quintile to the highest economic quintile than the Ivy League, Stanford, Carnegie Mellon, and MIT combined.

The Office of Careers and Industry Partnerships (OCIP) is responsible for mobilizing the university's unparalleled scale, assets and diverse talent to fuel inclusive economic prosperity. OCIP is working to ensure that 1) CUNY graduates can launch or advance in sustaining careers of their choosing at salaries equivalent to their peers, 2) businesses can turn to CUNY to find the talent, services, and expertise they need to thrive, 3) faculty and staff come and stay at CUNY because the impact they can have on students' career trajectory is unparalleled and recognized, and 4) sustainable funding streams support proven interventions for bolstering student career success today and for years to come.

### GENERAL DESCRIPTION

OCIP is seeking an Operations Specialist to help the Talent, Innovation and Industry Partnership team manage several initiatives that are cross cutting across the Division and OCIP. This person will report directly to the Senior Director of TIIP and will begin by helping to project manage the CUNY Inclusive Economy Initiative and Amazon Choice work.

The goal of CIE is to advance CUNY's goal of ensuring more students can launch and advance in sustaining careers in the sectors of their choice. The operations specialist will support this goal of the CUNY Inclusive Economy (CIE) by overseeing the data collection and reporting, and communications with the teams on the campuses. Currently, CIE is in 17 departments across 9 campuses. The Operations Specialist of CIE will work closely with the Industry Support Hub within OCIP, campus leaders and the CIE teams on campuses which are

teams of Industry Specialists, Hybrid Academic Advisors to smooth out data collection and communication flows.

Additionally, this person will manage the Amazon Choice relationship and the space on 5th Avenue that Amazon and CUNY have partnered on, this includes managing the bookings for the space and making sure that the classrooms there are programmed.

The ideal candidate will have superior communication skills, both written and verbal, a customer service mindset, an ability to meet deadlines quickly, and the capacity to think creatively to help all stakeholders achieve their goals.

## Other Duties

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### **Project Management – 50%**

- Manage the Amazon/CUNY Partnership space on 5th Avenue. This includes booking and scheduling as well as solidifying programming in the space.
  - This includes coordinating CUNY staff across the University system for career fairs put on by Amazon
- Help the Director of Industry Growth and Partnerships maintain current data tracking system and CRM load in and ideate operational improvements for the unit
- Help project manage events, and coordinate related workstreams within the TIIP division

### **Communication & Partnerships – 40%**

- Coordinate, schedule, manage logistics, and distribute follow-up and other materials the CIE initiative including but not limited to monthly campus meetings
- Connect with other CUNY programs, especially within the Office of Careers and Internship Programs, as is necessary

### **Other – 10%**

- Attend staff meetings and trainings as
- Perform special projects and other duties as needed

## Qualifications

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### **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.
- Strong verbal and interpersonal communication skills to work and interact effectively, collaboratively, and cooperatively with a diverse community of students, faculty, staff, and external constituents in a large organization.

- Detail-oriented and organized with the ability to manage multiple assignments and meet deadlines.
- Experience scheduling and managing multiple projects
- Experience with industry partner engagement, data management, and project management;
- Ability to think strategically and creatively, and problem-solve, to help the division reach its goals
- Ability to work independently and collaboratively in a fast-paced and complex work environment
- Ability to manage competing priorities and multiple projects;
- Commitment to CUNY's mission of promoting the equitable upward economic mobility of graduates;
- Ability to adhere to CUNY's location and hybrid in-person/remote work policies;
- Ability to travel to multiple sites throughout NYC.

## **Preferred Qualifications**

- Experience with industry partner engagement, data management, and project management
- Experience with CRMs especially loading into a new one
- Demonstrated understanding or previous experience navigating the unique strengths and opportunities presented by CUNY campuses, system, and student body
- Knowledge of best practices for data collection, analysis, and communication to mobilize a diversity of stakeholders towards a common goal
- Demonstrated team-player mentality, willing to roll up sleeves and assist with all-hands-on-deck efforts as needed
- Commitment to inclusive approaches to partnership development, including respect for, sensitivity to, and encouragement of diverse perspectives

## **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 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.
- Ability to travel to other CUNY sites as needed.