
Job Title	Registry Support Specialist
PVN ID	VA-2411-006568
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS

Department

Status	Full Time
Annual Salary	\$42,000.00 - \$48,000.00
Hour(s) a Week	35
Closing Date	Apr 09, 2025 (Or Until Filled)

General Description

MISSION

Children need to spend their most critical years with dedicated, educated, trained, and well-compensated individuals in order to thrive. The New York Early Childhood Professional Development Institute leads the work to establish and implement an early childhood workforce system to ensure funding, standards and competencies, career development resources, qualifications and credentials, professional development (training and strengths-based coaching), and program quality assurance and improvement for individuals who work with young children throughout New York. Housed at the City University of New York, the Institute is a fast-paced, dynamic public/private partnership that is committed to the early childhood workforce across New York State.

GENERAL DESCRIPTION

The Aspire Registry is New York's early childhood workforce data system and is part of New York Works for Children, the state's integrated early childhood professional development system. The Aspire Registry is a web-based system that helps early childhood providers track their ongoing professional development, education, and experience, and helps them find professional development. Following an extensive onboarding process and ongoing professional development, the Registry Support Specialist is responsible for providing key support to maintain daily operations of the Aspire Registry. The Registry Support Specialist will report to the and work in a collaborative environment with a diverse team of professionals.

DUTIES AND RESPONSIBILITIES

- Provide technical support to our Registry members through e-mail, chat, and phone.
- Review documentation from Registry members and verify information in the database and/or document management system
- Classify coursework from college transcripts and assign related information from training certificates
- Enter and verify data with attention to detail

Other Duties

Other duties as assigned by the Aspire Registry Director or Registry Operations Manager. Attend staff meetings and trainings as required.

Qualifications

Minimum Qualifications

- Associate's degree in early childhood education or related field and 3-4 years of relevant experience

OR

- Bachelor's degree in early childhood education, or related field and 1-2 years of relevant experience
- Excellent time management and organizational skills.
- Strong data entry skills, with the ability to provide data accuracy, speed and consistency
- Ability to work independently and collaboratively in a fast-paced and complex work environment.
- Intermediate to advanced experience in Microsoft Office Suite (Excel and Word required, other programs a plus).
- Exhibits excellent interpersonal skills, both written and oral.
- Must possess customer service skills necessary to effectively and professionally assist Registry members.
- Ability to work with a diverse group of stakeholders including Registry members, colleagues, and external partners.

Preferred Qualifications

- Familiarity with workforce registries or higher education transcript analysis.
- Bi-lingual language skills (Spanish, Mandarin, Cantonese, or Russian preferred)

Physical Requirements

- This position operates in a professional office environment located in Manhattan, NY, and is currently hybrid, working 70% in the office. This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phones, photocopiers, filing cabinets and presentation equipment.
- 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, and 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 sites as needed.

How to Apply

Provide a resume and cover letter specifying your qualifications, experience, and interest relevant to this position.