



Job Title	HSE Connect Office Assistant
PVN ID	BM-2210-005177
Category	Clerical/Office Services
Location	BOROUGH OF MANHATTAN C. C.
Department	Manhattan EOC
Status	Part Time
Hourly Rate	\$15.60-\$15.60
Hour(s) a Week	12.00-16.00
Closing Date	Dec 24, 2022 (Or Until Filled)

General Description

The HSE Connect initiative creates a seamless pathway to postsecondary education for New York City based, justice system involved adult learners who need their high school equivalency (HSE) diploma through a partnership between the John Jay College Institute for Justice and Opportunity (the Institute) and the Manhattan Educational Opportunity Center. This initiative seeks to serve justice system-involved adults leaving the Rikers Island Jail complex, New York State correctional facilities, and those connected to community based organizations, who lack a high school diploma or its equivalent.

The Manhattan EOC HSE Connect Office Assistant will:

Job Duties:

- Process participant referrals; enter participant data with accuracy into data systems; coordinate the filing of paper documentation
- Enter data into tracking systems of the Manhattan EOC, the Institute and/or NYC Opportunity; run reports as requested
- Prepare payment requests and track payments in the RFCUNY system
- Answer phones and engage with prospective participants
- Participate in event planning and logistics, make rounds of reminder and follow-up phone calls, prepare and organize materials, and provide support during special events
- Order and maintain supplies and office equipment
- Assist HSE Connect participants in accessing supplemental education and supportive services
- Support generating reports to the Institute and/or NYC Opportunity as requested.
- Support social media pages including Instagram, Facebook, CCP website, etc as requested
- General office administrative duties and other duties as assigned

This HSE Connect position is located at the Manhattan Educational Opportunity Center, at 163 West 125th Street, New York, NY. This is a grant funded position with support from the NYC Office for Economic Opportunity. Continued employment in this position is contingent upon ongoing funding. This position supports the daily administrative functions of the HSE Connect initiative including, but not limited to the duties listed

below.

Other Duties

Qualifications

The ideal candidate will have the following core competencies and qualifications.

Core Competencies:

- Attention to detail and organization and an ability to maintain well-organized records
- Excellent interpersonal skills; customer-service orientated
- Excellent communication skills (written, telephone, and in-person)
- Advanced computer and data analysis skills. Strong knowledge of Microsoft® Office 2016 or Office 365 including Outlook calendars, Word, and Excel required
- Preferred knowledge of student record systems/databases such as Banner and reporting systems such as Argos or similar
- Ability to work within a team and adapt to changing situations and priorities
- Commitment to the educational advancement of adults aspiring to college-going