



Job Title	Operations Specialist
PVN ID	BM-2404-006248
Category	Administrative Services
Location	BOROUGH OF MANHATTAN C. C.
Department	Center for Continuing Education
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Jun 17, 2024 (Or Until Filled)

General Description

The Borough of Manhattan Community College, Center for Continuing Education is seeking a highly organized and detail-oriented Operation Specialist to join our dynamic team. This position will report directly to the Operations Manager and will play a crucial role in supporting all operational duties within our center. As the Operation Specialist, you will be responsible for ensuring the smooth and efficient running of our day-to-day operations. Your primary focus will be to provide administrative and logistical support to the Operations Manager, helping to streamline processes, maintain accurate records, and contribute to the overall success of our center.

Other Duties

The operations specialist would be responsible for supporting the day-to-day operations of the Continuing Education and Workforce Development programs at BMCC. This would involve tasks like:

- Assist with the coordination and execution of various operational tasks, such as facility management, and resource allocation.
- Order supplies, manage inventory, and coordinate with finance.
- Create and distribute procedures and protocols to staff.
- Maintain detailed records and databases to track operational metrics, inventory, and other relevant information.
- Collaborate with cross-functional teams to identify and implement process improvements, ensuring optimal efficiency and productivity.
- Serve as a point of contact for internal and external stakeholders, addressing inquiries and providing excellent customer service.
- Contribute to the development and implementation of operational policies and procedures.
- Develop and implement department-wide quality control measures.
- Assist with monitoring day-to-day operations, report on performance, and recommend actionable

improvements when necessary.

- Onboard and train new Tax Levy employees to ensure that they adhere to standard operating procedures.
- Monitor and audit weekly Tax Levy timesheets against submitted PAFs to ensure consistency with hours.
- Assist with creating, revising, and submitting all TL PAFs.
- Assist with submitting purchase orders via CUNY Buy.
- Assist with breakeven analysis and other miscellaneous reporting when requested, e.g. enrollment dash report, report writer, Ed2go enrollments etc.
- Research new advertising avenues, act as a point of contact when needed for all marketing avenues, provide all marketing information to staff, collect data when appropriate.
- Assist with seasonal catalogs, submit to print, collaborate with vendor(s), proofread, and put in the appropriate format.
- Serve as the point of contact for BMCC public Affairs and Campus CE
- Assist with all social media accounts, respond to students, assist with postings etc.
- Assist with advertising, obtaining quotes, emails, flyers, digital and print ads, website etc.
- Assist with auditing Coursera and future skills.
- Communicate and coordinate with employees and vendors.
- Perform other duties as assigned by the Operations Manager to support the overall objectives of the center.

If you are a highly organized, detail-oriented individual with a passion for operational excellence, we encourage you to apply for this exciting opportunity. Join our team and be a part of the continued growth and success of the Borough of Manhattan Community College, Center for Continuing Education.

Qualifications

COMPETENCIES

- Capacity to analyze operational data, detect trends, and recommend improvements.
- Project management skills to coordinate activities and achieve desired outcome.
- Excellent organizational, time management, and problem-solving skills.
- Strong attention to detail and ability to work with minimal supervision.
- Strong customer service and communication skills to work with different internal and external clients.
- Compliance knowledge to ensure operations adhere to regulations.
- Adaptability and ability to improvise as needed.

PREFERRED QUALIFICATIONS

- Relevant experience or knowledge of workforce development and/or higher education
- Ability to be flexible and work quickly to meet the demands of a busy environment.
- Strong organizational, time management, and communication skills.
- Proficiency with productivity software like Microsoft Office.
- Problem-solving and analytical skills to identify and implement process improvements.
- Self-sufficiency and ability to work with minimal supervision.
- Attention to detail.
- Preferred: 3+ years of experience in an operational or similar role

