



Job Title	Program Assistant
PVN ID	HC-2502-006706
Category	Clerical/Office Services
Location	HUNTER COLLEGE
Department	Silberman School of Social Work
Status	Full Time
Annual Salary	\$45,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	Apr 11, 2025 (Or Until Filled)

General Description

The Administration for Children's Services' Office of Training and Workforce Development and City University of New York Hunter College Silberman School of Social Work partnered to launch the Institute for Leadership Development (ILD). The Institute for Leadership Development's mission is to strengthen the leaders working within public and private child welfare and juvenile justice agencies in New York City to promote the establishment of psychologically safe work environments that embrace equity, transparency, and innovation and strengthen the workforce. There are a variety of training programs housed within the Institute of Leadership Development. We are looking for individuals who share our passion for developing leaders working in the public sector to support them in meeting the needs of children, youth, families, and communities.

The Institute for Leadership Development seeks a full-time Program Operations Assistant. The ILD team consists of four streams: Program Operations, Coaching, Facilitation, and Administration. In this position, the Program Operations Assistant will join the operations workstream, reporting to the Sr. Implementation Manager. This individual will support the planning, implementing, and reporting of ILD in-person and virtual events in reporting systems (e.g., Smartsheet, Cornerstone.)

Other Duties

- Create and maintain all Institute for Leadership Development's Instructor Led Courses in the Cornerstone learning management system
- Support the administration of the Cornerstone Learning Management System (LMS), including learning program enrollment among other tasks
- Coordinate locations, booking, and logistics for in-person events, including set up and breakdown
- Develop and distribute event materials (e.g. presentation decks, handouts), agendas, and attendee information in advance of the events
- Coordinate with vendors for catering, audio-visual, and other event services
- Provide technical support to participants and facilitators for virtual meetings

- Track and report event attendance in the program systems, ensuring accuracy and completeness in cornerstone and other systems
- Assist evaluation team in delivering evaluations
- Ensure the accuracy of the data, creating and updating user records
- Use problem-solving skills to assist instructors and learners with technical issues.
- Ensure the effectiveness of support procedures; Create/Modify these procedures as necessary
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and the LMS
- Respond promptly to email, phone calls, and voicemail messages
- Ask questions to determine nature of problem and troubleshoot effectively. Research questions using available information and resources
- Use effective tools and techniques to manage day to day responsibilities
- Attend trainings and meetings as indicated and perform other duties as needed

Qualifications

- Associate degree required and a minimum of 2 years' experience providing program support services
- A baccalaureate degree is preferred in education, business management, or related field
- Excellent verbal and written communication skills
- Evidence of effective problem-solving, critical thinking, and decision-making skills
- A demonstrated positive and proactive approach in identifying creative and innovative solutions.
- Must be comfortable working in a fast-paced, results-oriented environment
- Organizational skills, attention to detail, ability to follow established processes and meet deadlines.
- Excellent customer service skills
- Ability to work independently and collaboratively
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint), Zoom
- Prior experience with Learning Management Systems, such as creating events and sessions, adding/removing learners from sessions, troubleshooting eLearnings, running and scheduling reports

Hours: 35 hours/week with daily schedule 9am-5pm. Currently on hybrid schedule.

Applicants are asked to submit a cover letter that details how your qualifications match this position description along with a resume.