

Job Title	Director
PVN ID	JJ-2508-006966
Category	Managerial and Professional
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Career Learning Lab
Status	Full Time
Annual Salary	\$75,000.00 - \$80,000.00
Hour(s) a Week	35
Closing Date	Oct 12, 2025 (Or Until Filled)

General Description

John Jay College of Criminal Justice, an internationally recognized leader in educating for justice, is a senior college of the City University of New York (CUNY) led by President Karol V. Mason. John Jay is a federally designated Hispanic-serving and Minority-serving institution. It is ranked third in the nation in Black student success and it is a top ten institution for promoting student social mobility. John Jay is proud to serve a diverse and dynamic student body of more than 15,000 students on our primarily commuter campus. Our student body includes nearly fifty percent students who are first in their family to attend college as well as students who are immigrants, from low-income families, and other historically underrepresented groups.

A Carnegie designated Research Institution, the College participates in the Macaulay Honors College and doctoral programs of the Graduate Center of the City University of New York. It offers bachelor's and master's degrees in traditional criminal justice-related fields of study as well as in a robust portfolio of liberal arts and sciences programs that highlight themes of justice across the arts, sciences, humanities, and social sciences. John Jay College seeks staff and faculty members who thrive in multicultural academic environments and are committed to access and excellence in higher education.

ABOUT CUNY EDGE

CUNY EDGE is the latest initiative to support public assistance recipients enrolled in college during a twenty-year partnership between the City University of New York (CUNY) and the New York City Human Resources Administration (HRA). Launched in 2016, CUNY EDGE provides public assistance recipients enrolled at CUNY with a range of services, benefits, and supports so they achieve academic excellence, graduate on time, and find employment. Key components of the program include academic, personal, and professional advisement, personal development seminars, paid work experience, and public benefits case management assistance. Serving over 5,000 students across 18 campuses, CUNY EDGE is led by a Central Office team supporting over 75 staff at the campuses who provide direct services to students. For more information about CUNY EDGE, visit cuny.edu/cunyedg.

Other Duties

Program Leadership

- Work closely with college leadership and the Central Office to ensure program quality
- Closely partner with the Career Learning Lab Director and team members
- Cultivate relationships with other college departments including financial aid, the bursar, the registrar, counseling center, etc. to refer students, obtain student information, and receive referrals
- Collaborate with CUNY community college staff members to ensure a strong handoff for students transferring between the community and senior colleges
- Monitor budget and manage program funds effectively
- Lead and manage a team of 2 staff, providing professional development opportunities
- Serve as an expert regarding CUNY EDGE program policies and procedures John Jay College of Criminal Justice
- Oversee and support program operations in a busy, fast-paced office
- Continuously improve program implementation
- Actively participate in Director's meetings, trainings, and Communities of Practice with staff at other CUNY EDGE campuses and the CUNY Central Office
- Provide additional support in the day-to-day operations of CUNY EDGE

Support Program Operations

- Student Support Services
 - Direct services to support students through to graduation and beyond including:
 - individual and group advising sessions for a caseload of up to 200 students using an “intrusive” and developmental advisement model
 - individual student assessments
 - HRA case, family, work, and academic issue resolution; and
 - personal, professional, and career development seminar series
 - Orient new and existing students to CUNY EDGE program and supports
 - Assist students with internships, scholarships, and opportunity program applications
 - Refer students to on-campus and off-campus resources and follow-up to ensure student success
- Coordination and Compliance with HRA
- Prepare School letters and other HRA required documentation for students
- Liaise with HRA/Education Services Team to help students address HRA compliance issues
- HRA Fellowship Program
- Conduct bi-weekly orientations for CUNY EDGE students who are newly assigned to participate in the HRA Fellowship Program
- Identify on-campus and/or off-campus placement slots for a caseload of approximately 200 students
- Provide job readiness assistance to students (resume review, interview prep, etc.), match students to appropriate placement slots and support students with any work-site related issues
- Monitor students' attendance and complete data entry for HRA compliance and Research Foundation payroll
- Other duties as assigned

Qualifications

- Bachelor's degree and at least four years' relevant experience required, preferably in an educational or social service program serving low-income students
- Advanced degree in a related field preferred
- Two years of management and/or supervision experience
- Ability to academically advise students and support them to meet their educational and work goals
- Outstanding communication skills (written, oral and interpersonal) required
- Ability to work with multiple stakeholders in a fast-paced office
- Experience collecting, reporting, and using data to make strategic decisions for program and staff development purposes; and
- Proactive, creative, and able to develop innovative approaches and exercise sound judgment; can work under deadlines and adapt quickly to changing situations and priorities
- Proficiency with Microsoft Word, PowerPoint, Excel, Outlook, Access, and web-based systems