
Job Title	Office Operations Assistant
PVN ID	LA-2411-006549
Category	Clerical/Office Services
Location	LAGUARDIA C. C.
Department	Pre-Hospital Care
Status	Full Time
Annual Salary	\$50,050.00 - \$50,050.00
Hour(s) a Week	35
Closing Date	Jan 16, 2025 (Or Until Filled)

General Description

The Office Operations Assistant is an important position in the Pre-Hospital Care. The Pre-Hospital Care Department provides courses in Emergency Medical Technician (EMT), Paramedic, Certified Clinical Medical Assistant (CCMA), American Heart Association (AHA) and National Association of Emergency Medical Technicians (NAEMT). The Office Operations Assistant is the direct contact between students and the department's staff and faculty. The Office Operations Assistant provides excellent customer service to visitors, students and other internal and external constituents.

This is a detail-oriented position. Our program has many moving parts and high volume of students, classes and faculty. It requires focus and discipline to keep the complicated operations in order. Data entry, maintenance of files, facilitation of orientation sessions, pre-screening, and clinical rotations are all part of the Office Operations Assistant's responsibilities. Other duties may arise.

Duties and Responsibilities:

Customer Service:

- Present a professional, welcoming first contact to all students, staff, teachers, etc. – by phone, in person, and email
- Explain the EMT, Paramedic, CCMA and other courses to visitors that come into our department. Serve as the outward face of the Department and first point of contact for the majority of prospective students. Provide flyers and paper information as needed
- Answer telephone and e-mail inquiries for information
- Maintain a reference handout clarifying our EMT, Paramedic, and CCMA course prerequisites, tuition cost, and course requirements
- Schedule appointments for applicants coming in for orientations
- Prepare prescreening confirmation emails, and registration emails every semester
- Prepare course attendance letters and completion letters, for students and graduates

Facilitating Course Administration:

- Prepare individual student file folders and course folders
- Organize EMT clinical rotation packets
- Photocopy, or send to be photocopied, exams, and handouts for instructors
- Facilitate materials for faculty and the Technical Aide. Work collaboratively with all department staff to facilitate department goals
- Periodically update class attendance rosters
- Add instructors to WhenToWork software when requested
- Notify the Director and Coordinator when instructors call out and coordinate with the other instructors via e-mail, text message, or phone call to fill in for that class
- Assist the department in preparing for special events such as graduations, career prep workshops, employment events, and job fairs
- Scan, photocopy, and distribute to instructors the evaluations from their students
- Prepare student course completion certificates and award certificates
- Prepare AHA rosters and forward to REMSCO and to the Technical Aide for invoice tracking
- Other duties, as assigned

Data Entry/File maintenance:

- Input data into XenDirect database such as prescreening completion status, grades
- Photocopy instructors' credentials and faculty update information and forward to Administrative Associate
- Update faculty data such as email, phone, etc. as needed and provide same to Administrative Associate
- Maintain files for EMT/Paramedic as required by NYS DOH and the College to meet audit requirements.
- Assist CCMA program with their filing needs

About LaGuardia Community College

Founded in 1971 in Long Island City, Queens, LaGuardia Community College is one of seven community colleges of the City University of New York/CUNY. LaGuardia offers more than sixty associate degree and certificate programs, as well as dozens of workforce training, ESOL, GED, and pre-college programs. In 2023, LaGuardia served approximately 25,000 students. More than one-third of our degree-seeking students were born outside of the United States, coming to LaGuardia from 136 countries and speaking forty-three heritage languages. More than half are first-generation college students. Sixty-nine percent live in Queens; the rest live in Brooklyn and beyond. Approximately two-thirds of our degree students receive financial aid. Since forty-five percent of them identify as Hispanic, the US Department of Education has designated LaGuardia a Hispanic-Serving Institution. Please visit www.laguardia.edu to learn more.

Other Duties

- Other duties as assigned

Qualifications

- One year administrative/office experience required
- Proficiency with MS Office Suite required

- Excellent interpersonal skills required
- Associate's degree preferred
- Bilingual – conversational Spanish preferred
- Healthcare experience a plus