Job Title	Program Assistant
PVN ID	PS-1507-000636
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	$35,000.00 - $45,000.00
Hour(s) a Week	35
Closing Date	Aug 31, 2016 (Or Until Filled)

General Description

The School of Professional Studies of the City University of New York (CUNY SPS) has launched sixteen degrees: ten bachelor's degrees open to students with 24 or more college credits who wish to complete their undergraduate studies, and six master's degrees, with more programs currently in development. CUNY SPS leads the University in developing and operating online degree programs, and trains faculty throughout CUNY in online instruction. CUNY SPS is also the home of the Joseph S. Murphy Institute for Worker Education and Labor Studies, which offers higher education programs for working adults and union members, and serves as a nationally-recognized center for scholarship and resources for labor, academic, and community leaders seeking a deeper understanding of labor and urban issues.

CUNY SPS seeks an experienced Program Assistant to support the NYC Administration for Children's Services (ACS) as it establishes a new workforce institute for front-line child and family services staff in partnership with CUNY. The Program Assistant will be responsible for supporting the design, development and delivery of relevant learning programs to enhance the quality of care provided to children and families. The new hire will join a team of CUNY colleagues, and will work on site at ACS offices in lower Manhattan.

Hours: 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

Other Duties

The Program Assistant will:

- Coordinate logistics as part of the management of a diverse portfolio of professional development courses for child and family services professionals working across the five boroughs.
- Collaborate with ACS and CUNY colleagues to support the successful piloting and full roll-out of professional development offerings.

- Respond to inquiries from front line employees, supervisors and managers about professional development offerings.
- Receive and inspect enrollment forms to guarantee all relevant learner information is captured prior to courses beginning.
- Support front line employees, supervisors and managers during their learning experience.
- Support tracking of learners' experience by loading data into data base management systems and other computerized software tools.
- Provide exceptional customer service to colleagues and learners.

Qualifications

Requirements for the position:

- An Associate's degree; Bachelor's degree preferred.
- At least two (2) years of full-time experience working in a professional environment.
- Demonstrated experience using computerized data management systems.
- Excellent demonstrated customer service skills.
- Excellent demonstrated written and oral communication skills.
- Ability to work independently and collaboratively in a fast-paced and complex work environment.
- Ability to adapt to changing situations and priorities.
- Knowledge of government operations and/or human services programs, preferred.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.
- MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project, Visio).