Job Title	Administrative Coordinator, Career Launch/Spring Forward
PVN ID	QC-2407-006346
Category	Clerical/Office Services
Location	QUEENS COLLEGE
Department	Experiential Education
Status	Full Time
Annual Salary	$50,000.00 - $50,000.00
Hour(s) a Week	35
Closing Date	Sep 16, 2024 (Or Until Filled)

General Description

The Community & Social Services Hub at Queens College/CUNY seeks a supportive, flexible, and detail-oriented professional to serve as an Administrative Coordinator for large-scale internship programs for CUNY students. The Administrative Coordinator will be directly involved in program planning and implementation. Our programs are fast-paced and require strong attention to detail, critical thinking, and problem-solving skills.

About the Program

Career Launch and Spring Forward are two CUNY-wide internship initiatives that recruit students from throughout CUNY who have not had substantial paid professional experience but who are ambitious, bright, and ready to apply what they are learning in the classroom in the professional world. Four CUNY college campuses serve as industry hubs; each hub specializes in internship placements within New York City's key sectors: Community & Social Services, Healthcare, STEM & Green, and Marketing & Communications. Students apply to their hub of choice and once accepted, explore their careers by interning in a job related to their major that requires a college degree. The hub matches students to their designated worksites and manages relationships between student interns and employers. Interns can build skills, extend their professional networks, add to their resumes, and contribute to employers. Employer partners benefit from CUNY students' many talents and knowledge.

The Queens College Experiential Education office oversees the Community & Social Services Hub. This Hub focuses on internships in mission-driven, community-based nonprofit organizations and government offices that serve New York City residents and improve the lives of individuals, families, and local communities.

About the Position

The Community & Social Services Administrative Coordinator (AC) will be an employee of the Research Foundation of CUNY (RFCUNY) and will report to the Program Director at Queens College. This is a full-time, benefits-eligible, grant-funded position, and continued employment is contingent upon availability and continuation of grant funding. The on-site location is the Experiential Education office at Queens College, and the expectation is to be on-site four days per week and remote one day per week.

As the AC, you will have primary responsibility for ensuring program impact through direct support of students and staff. This includes how we communicate and support collaboration and systems across a diverse and ambitious team in order to run impactful programs; support students; collect, use, and share data; and manage events.

Other Duties

Key Responsibilities

Communication & Program Operations (25%)

- Manage the process and timeline for drafting, editing, and sending student-facing communications, such as newsletters, flyers, booklets, etc.
- Anticipate and respond to needs of the Community & Social Services Hub team.
- Manage student timesheet and payroll processes for the Hub.
- Collaborate with CUNY Central office and other hubs to align various components of the program and ensure seamless and efficient implementation.
- Recommend processes that streamline work.

Student Support (25%)

- Assist with and track data on student and employer recruitment, selection, and matching.
- Ensure 100% student and employer onboarding and training completion by using data informed follow up strategies.
- Create and draft messages and monitor communication channels (email, text, Slack, social media) to address common concerns of campuses, students, and employer partners.
- Manage email inboxes to respond to inquiries from students and employers.

Data Administration & Analysis (25%)

- Serve as team-wide data administrator to support staff and students by collecting, entering, and managing data in order to provide progress to goal updates, impact reporting, and team support.

Event Planning & Logistics (15%)

- Manage logistics and technical aspects of scheduling workshops and events, including coordinating and tracking zoom registrations, event materials, etc.

Other (10%)

- Attend required Queens College Experiential Education staff meetings.
- Complete any required professional development.
- Perform other duties as assigned.

Qualifications

The successful candidate will have the following knowledge, skills, and abilities:

Required Qualifications:

- Bachelor's degree
- Two (2) years' experience in administration of complicated and fast-paced programs.
- Incredibly strong administrative and critical thinking skills; ability to anticipate problems, and research and implement solutions.
- Outstanding verbal and interpersonal communication skills to work and interact effectively, collaboratively, and cooperatively with a diverse community of students, faculty, staff, and external partners.
- Intermediate knowledge of Canva, Slack, Excel, Outlook, SharePoint, and other Microsoft Office products.
- Experience working collaboratively in a team-oriented and outcomes-focused environment.
- Proactive and solution-oriented with a growth mindset.
- Ability to thrive in a fast-paced, dynamic, and ever-changing work environment.

Preferred Qualifications:

- Prior experience working in student services, career services, or community-based nonprofit organizations.
- Previous team-based professional work.
- Public speaking or group facilitation experience.
- Prior relationship to CUNY, such as CUNY graduate or staff.