
Job Title	Program Director
PVN ID	QC-2411-006541
Category	Managerial and Professional
Location	QUEENS COLLEGE
Department	Experiential Education
Status	Full Time
Annual Salary	\$95,000.00 - \$95,000.00
Hour(s) a Week	35
Closing Date	Dec 02, 2024 (Or Until Filled)

General Description

The Community & Social Services Hub at Queens College/CUNY seeks an inspiring Program Director to lead CUNY's Spring Forward and Career Launch Programs—two expansive internship initiatives for CUNY students. As the face and primary leader of these programs, the Program Director provides strategic oversight—designing, coordinating, and implementing all program aspects while managing high-profile relationships. These fast-paced internship programs require a candidate with exceptional attention to detail, critical thinking, and problem-solving skills.

About the Program

Career Launch and Spring Forward are two CUNY Central Office internship initiatives that recruit students from throughout CUNY who have not had substantial paid professional experience but who are 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, Marketing & Communications, and STEM. 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.

About the Position

The Program Director will be an employee of the Research Foundation of CUNY (RFCUNY). This is a full-time, benefits-eligible, grant-funded position, and continued employment is contingent upon availability and continuation of grant funding. The Program Director will report to the Queens College Director of Experiential Education. 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.

Other Duties

The Queens College Community & Social Services Hub Program Director is responsible for overseeing all aspects of the CUNY Spring Forward and Career Launch internship programs. The Community & Social Service hub is for students interested in working in mission-driven organizations that serve New York City residents and improve the lives of individuals, families, and local communities.

Leadership & System Development (30%)

- Provide vision and direction through effective leadership and engagement for two CUNY-wide internship programs serving over 700 students annually
- Routinely create new innovative problem-solving strategies throughout the programs
- Ensure that the programs are both student-centered and employer-responsive
- Work closely with stakeholders to execute the program vision
- Work collaboratively with the Experiential Education director to ensure program alignment with the Queens College Experiential Education office mission and goals

Project Management (40%)

- Manage complex programs from start to finish, including identifying processes, deadlines, and milestones
- Initiate and set goals for the programs based on CUNY Central strategic objectives
- Define and execute a program preparation and implementation strategy
- Monitor program performance and modify strategies as needed to ensure its success
- Manage budgets and project spending and perform related fiscal monitoring and reporting
- Work collaboratively with partner colleges and CUNY Central to collect and analyze data
- Refine program design, program management strategies, and milestones to ensure CUNY meets key goals

Team Supervision (25%)

- Recruit, hire, train, and supervise program staff
- Build a strong team through open communication and by collaborating on decision-making responsibilities
- Ensure smooth collaboration and communication among the program staff and CUNY Central, as well as within the Experiential Education office at Queens College

Other Duties (5%)

- Attend required CUNY Central meetings and trainings, and Queens College staff meetings
- Perform related special projects and other duties as assigned

Qualifications

Minimum Qualifications

- Bachelor's Degree with four (4) to eight (8) years of relevant experience, or equivalent combination of education and experience in project management, workforce development, business development, higher

education, or nonprofit organizations

- Demonstrated knowledge and expertise of issues related to workforce development, college and career success, business development, and higher education policy, particularly for low-income and historically marginalized people
- Significant administrative and supervisory experience, including directly supervising manager(s) and multi-level team(s) for at least two (2) years
- Incredibly strong program design and management skills, including ability to set milestones, and lead teams to achieve goals
- Strong ability to manage budgets
- Ability to think strategically, problem-solve, and develop programs and plans to achieve organizational goals
- Knowledge, professional stature, and demonstrated ability to work effectively with multiple stakeholders
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities
- Proficiency with quantitative analysis and data management
- 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
- Excellent writing, interpersonal, communication and strategic thinking skills
- Demonstrated technology skills and experience with standard tools (e.g., Microsoft Office, Zoom, Slack, Canva, databases, and program management software)
- Proactive and solution-oriented with a growth mindset
- Flexibility to work some evening hours and occasional weekends