
Job Title	Program Manager, CUNY Spring Forward & Career Launch
PVN ID	QC-2504-006799
Category	Managerial and Professional
Location	QUEENS COLLEGE
Department	Queens College Experiential Education
Status	Full Time
Annual Salary	\$65,000.00 - \$69,000.00
Hour(s) a Week	35
Closing Date	Jun 15, 2025 (Or Until Filled)

General Description

The Program Manager 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. Reporting to the Program Director, the Program Manager is part of the Experiential Education team at Queens College.

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.

The Program Manager will oversee the planning, execution, and implementation of the CUNY Career Launch and Spring Forward programs for the Community & Social Impact Hub. They will facilitate recruitment of students and employer partners, support the student application process, train and onboard students and employer partners, and coordinate the student-employer matching process. They will also work closely with all members of the Hub team to ensure all stakeholders receive consistent support and messaging.

Other Duties

Program Management (25%)

- Oversee execution and implementation of the Spring Forward/Career Launch programs at the Community & Social Impact Hub across all phases: recruitment, selection, onboarding, internship, and closeout
- Support with designing and managing the pre-internship training for student interns on processes, tools, policies, and work readiness, including participation data tracking to ensure 100% completion by using data-informed follow-up strategies
- Collaborate with Hub staff to create a seamless, successful, and impactful experience for students and employers
- Collaborate with CUNY Central office and other Hubs to align various components of the program and

- ensure seamless and efficient implementation
- Ensure compliance with relevant regulations and organizational policies

Partner Support (25%)

- Lead employer recruitment, vetting, selection, and student-matching processes and track relevant metrics
- Ensure 100% employer onboarding and training completion by using data-informed follow-up strategies
- Act as a liaison between students, partners, and the Hub, addressing inquiries and resolving issues
- Create performance improvement plans with employers and resolve other worksite issues proactively to avoid unnecessary rematches and terminations
- Create and draft messages and monitor communication channels (email, text, Slack, social media) to address employer partners' common concerns
- Engage regularly with employer partners to respond to inquiries and proactively follow up with issues as they arise; manage email inbox

Data Administration, Analysis, & Reporting (15%)

- Create surveys on Microsoft Forms and Google Forms to collect data on student and employer experience
- Maintain accurate records of student participation and partnership activities using data tracking tools to provide progress-to-goal updates, impact reporting, and team support
- Prepare reports and presentations on program outcomes, partnership impacts, and other relevant metrics

Peer Mentor Supervision (15%)

- Identify and train past program participants to serve as peer mentors for current program
- Supervise peer mentors and assign projects that support student retention, such as conducting student check ins

Student Support (10%)

- Proactively address and follow up with student issues as they arise
- Assist with student recruitment, selection, and onboarding processes
- Assist with regularly scheduled drop-in office hours

Other (10%)

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

Qualifications

- Bachelor's degree
- At least two (2) years' experience in administration of complicated and fast-paced programs in workforce development, career services, student services, education, or community-based nonprofit organizations
- 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
- Demonstrated technology skills and experience with standard tools (e.g., Microsoft Office, Zoom, Slack, Canva, databases, and program management software)
- Experience working collaboratively in a team-oriented and outcomes-focused environment
- Ability to thrive in a fast-paced, dynamic, and ever-changing work environment
- Proactive and solution-oriented with a growth mindset
- Flexibility to work some evening hours and occasional weekends