

<b>Job Title</b>	Operations Manager - CUNY Internship Programs
<b>PVN ID</b>	VA-2402-006151
<b>Category</b>	Managerial and Professional
<b>Location</b>	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
<b>Department</b>	Office of Careers & Industry Partnership
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$63,000.00 - \$63,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Aug 15, 2024 (Or Until Filled)

## General Description

The City University of New York (CUNY) is the nation's largest urban public university and serves 235,000 degree-seeking students and 150,000 non-degree students across 35 campuses. 77% are students of color. CUNY's core mandate is to provide a high-quality, affordable education to all New Yorkers. CUNY is a springboard of economic mobility. 50% of students hail from households earning less than \$30,000. Furthermore, 1 out of every 73 undergraduate/graduate students in America is a CUNY student, making our students' success a driver of national outcomes.

The CUNY Office of Careers and Industry Partnerships (OCIP) reports to the Chancellor and the University Provost and is tasked with ensuring that 1) more CUNY students can launch and advance in careers of their choosing more quickly, and 2) more organizations can grow equitably thanks to CUNY talent, expertise, and assets. Guided by CUNY's seven-year strategic plan, CUNY Lifting NY, OCIP develops and implements partnerships, investments and policies that are designed to increase the career success of degree and non-degree students alike. Among the top priorities mentioned in the strategic plan is the alignment and integration of career aspirations into academic planning.

### General Description

The CUNY Internship Program (CIP), in partnership with City, State and private organizations offers internship opportunities to CUNY students and alumni. Our internships offer students hands-on experience working in both the public and private sectors. CIP also manages scholarship and fellowship programs that support the New York City economy. CIP manages Civil Service Pathways (CSP) Fellowship Program and the Human Services Career Advancement Scholarship (HSCAS). The HSCAS offers human service workers an opportunity to advance in their careers by earning the required credentials through CUNY.

CUNY Internship Programs is seeking an organized and self-motivated Operations Manager with excellent attention to detail and interpersonal skills to support staff and other program stakeholders. Reporting to the CIP Director, the Operations Manager will oversee its Civil Service Pathways (CSP) Fellowship Program and Human Services Career Advancement Scholarship (HSCAS) Program. The Operations manager will also

provide ongoing operational support to the Director, including processing and tracking scholarship applications and payments, documenting student outcomes and managing communications with participating campuses.

## Other Duties

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### Human Services Career Advancement Scholarship (HSCAS)

- Manage implementation of Human Services Career Advancement Scholarships, including data analysis, reporting, and hosting information sessions for students and campuses about HSCAS
- Design and implement program surveys (e, g, mid-point, and outcomes)
- Providing support, and managing, when necessary, in the creation of flyers and other marketing recruitment, and application process of the HSCAS and other programs.
- Maintain and manage program budgets, including working with OCIPS budget and operations team to implement scholarship disbursements, and collaborate with campus Bursar and Financial Aid team to collect information on scholarship disbursement
- Research and document Human Services Career Advancement Scholarship degree and licensed Master of Social Work (LMSW) requirements
- Collaborate with CUNY stakeholders and external partners on how to successfully recruit and implement programming
- Meet with campus partners and students to provide support for program participants, including technical support to staff and students on processing scholarship requests
- Maintain manual and electronic documents, files, and records to provide current information and historical reference
- Assist with data entry and other CRM needs
- Attend staff, program and trainings as required
- Perform special projects and other duties as assigned

### CIP Programming Support

- Assisting the Director with on-going operations support as needed, including but not limited to
  - Documenting operational processes
  - Creating and merging data reports
  - Creating and implementing program outcome surveys
  - Creating and sending communications to internal and external stakeholders

## Qualifications

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### Minimum Qualifications

- Associate's Degree with three to five years of experience or Bachelor's Degree with two to four years of relevant experience, or equivalent combination of education and experience, supporting programs in education, workforce development, or business development.
- Detail-oriented and organized, self-motivated professional with the ability to manage multiple assignments

and meet deadlines.

- Strong verbal, written, and interpersonal communication skills, with a customer-focused approach to working and comfort communicating with college students.
- Excellent virtual and in-person presentation skills to large audiences.
- Demonstrated ability to work independently and collaboratively with diverse populations in a fast-paced and high-volume work environment.
- Strong user of all MS Office/365 products, Excel, and aptitude to quickly pick up new systems. Knowledge of any of the following is a plus: CUNYFIRST and other CUNY CRM platforms.
- Strong interpersonal skills with an ability to rapidly establish good rapport and build relationships.
- Understanding of New York City agencies and organizational structure.
- Experience in managing budgets and procurement.

### **Preferred Qualifications**

- Familiarity with higher education, scholarships, financial aid and student management technologies

### **Physical Requirements**

- This position is located in a professional office environment and is currently hybrid, working 70% in person (7 days) in office and 30% remote (3 days) during every two-week payroll cycle. A laptop may be provided if needed to support working remotely.
- While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 20 pounds), bending, reaching, sitting for prolonged periods of time. Reasonable accommodations will be made for employees with disabilities or other needs per RFCUNY policies.
- Ability to travel to other CUNY and partner sites as needed.