Job Title	Program Manager, CUNY Financial Aid Support Team
PVN ID	VA-2404-006249
Category	Research
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Office of K16 Initiatives
Status	Full Time
Annual Salary	$72,000.00 - $80,000.00
Hour(s) a Week	35
Closing Date	May 10, 2024 (Or Until Filled)

General Description

MISSION

CUNY K-16 Initiatives creates innovative pathways for young New Yorkers to envision and achieve success by engaging strategic partners in confronting systemic educational inequities.

General Description:

CUNY Financial Aid Support Team (FAST) is a new peer-mentor support program focused on supporting students to access their financial aid. CUNY FAST is aimed at increasing the successful submission of FAFSA, TAP, and NYS Dream act applications through the 2024 financial aid application cycle.

The FAST Program Manager will support the FAST Program Director with designing and implementing the program model, providing program-level logistical support, and assisting in day-to-day operations of the initiative. They will also work closely with the Coach Supervisors to understand and help troubleshoot needs of the FAST Coaches as they assist a caseload of high school seniors and/or current college students to successfully complete the financial aid application process.

This position will be full-time and lasts the duration of the program cycle. The program will run as one half-year cycle, April - September.

Reports To: Financial Aid Support Team Program Director
Direct Reports: None

Other Duties

- Program Design and Management (50%)
  - Support FAST Program Director in developing and executing program vision through Spring and

Summer phases
  - Coordinate ongoing supports for Coaches and Coach Supervisors
  - Utilize program evaluation systems to assess impact and areas for improvement
  - Review weekly student engagement / financial aid completion data to help inform weekly priorities
  - Support the development of program structures, systems, and communications
- Partnership Support (25%)
  - Assist FAST Program Director with establishment and maintenance of program partnerships at CUNY college campuses, NYCPS, New York Public Library, and Queens Library
  - Track program events and manage matching of coaches to opportunities
  - Provide consistent, relevant, and timely communication as needed to multiple stakeholders in NYC
- Training and professional development of FAST Coaches (15%)
  - Development professional development content to ensure Financial Aid Support Team staff members are prepared to support students through the application and verification process for state and federal financial aid
- Other duties as assigned to support city-wide FAFSA/TAP completion (10%), such as:
  - Troubleshooting financial aid challenges with direct service staff

Qualifications

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- 4+ years of experience in college counseling and positive youth development practices, with progressive project management responsibilities
- Demonstrated ability to think strategically and support large scale programs
- Experience working collaboratively and cooperatively with a diverse community of students, staff, and external constituents
- Proficiency in Microsoft Word, Excel, and PowerPoint & otherwise digitally literate and proficient
- Strong written and verbal communication skills, including through virtual platforms

Preferred Qualifications

- Experience with financial aid forms (FAFSA, TAP, NYS Dream Act) a plus
- Understanding of and commitment to positive youth development
- Experience with peer-mentorship in college access infrastructure
- Experience with Grouptrail Database
- Experience with data collection and analysis, and database management to support effective program operations and program evaluation
- Experience leading professional trainings
- Experience in a fast-paced, start up environment

ADDITIONAL NOTES:

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.

Position will be filled quickly and resumes are reviewed on a rolling basis. Apply by May 1 for priority consideration.

Contact fast@cuny.edu with questions.