



Job Title	Operations Coordinator
PVN ID	VA-2411-006540
Category	Administrative Services
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS

Department

Status	Full Time
Annual Salary	\$60,000.00 - \$64,000.00
Hour(s) a Week	35
Closing Date	Jan 01, 2025 (Or Until Filled)

General Description

Mission:

We build innovative educational and career development programs that strengthen and advance The City University of New York's commitment to promoting equity and mobility for its students.

The City University of New York (CUNY) is the nation's leading urban public university serving more than 540,000 students in matriculated degree, certificate and continuing education programs at 24 colleges and institutions in New York City. The Office of Academic Affairs (OAA) oversees a wide range of programs and initiatives at the University, including: adult literacy programs, service learning, early childhood professional development, collaborative programs with the New York City public schools, workforce development and continuing education, as well as programs such as the CUNY Language Immersion Program (CLIP), Accelerated Study in Associates Program (ASAP), CUNY Start, the Creative Arts Team (CAT) and the Early College Initiative (ECI). There are approximately 300 full-time staff and over 100 part-time staff in OAA Programs at five main locations in Manhattan, Brooklyn, and the Bronx.

The Office of Academic Affairs (OAA) is searching for a highly organized, resourceful, enthusiastic Operations Coordinator to provide administrative support to the Operations Unit. In this role, the Operations Coordinator supports and assists in developing and documenting processes for office operations across OAA programs. Reporting to the Associate Director of Operations, the Operations Coordinator achieves results by communicating and coordinating project-related requirements to all stakeholders, prioritizing tasks in a fast-paced work setting, providing status updates on all active projects, and ensuring set deadlines are met. The Operations Coordinator will play a pivotal role in ensuring that the operations team is working collaboratively, utilizing all resources efficiently, and achieving set goals by giving support both operationally and administratively.

This position will be based at the 555 W 57th Street office in Manhattan, working with multiple sites, involving travel to these sites that are all located within the New York City area.

DUTIES AND RESPONSIBILITIES:

Reception Coverage

- Plan and arrange coverages for the 423 W 55th Street and 555 W 57th Street locations.
- Assist with front desk duties as needed including greeting visitors, answering telephones, and maintaining a clean and neat front desk and its surrounding area.
- Monitor conference room calendars and meeting schedules to ensure meeting attendees are directed accordingly.
- Coordinate with program staff to ensure lists of meeting attendees are provided to reception and lobby security via Kastle.
- Provide guidance and support to Operations Interns who support the Operations team.

Operations and Facilities Management

- Ensure timely and accurate responses to inquiries and requests from CUNY staff.
- Liaise with CUNY departmental offices (i.e., Facilities, Public Safety, Computing and Information Services (CIS) and mail services), and with external contractors/vendors/service providers.
- Submit service requests concerning problems with technical equipment, supply needs, or facility related matters.
- Ensure all relevant tasks are being performed in a timely manner, this includes updating the staffing report, unit directories, listservs, seating charts, vacant report, and floor plans, and making sure the appropriate CIS forms are submitted.
- Monitor Staffing Update Form submission via Formstack and ensure that the set-up process for new staff and all related tasks are carried out.
- For off-boarding staff, coordinate with program staff to ensure retrieval of key cards; desk and restroom keys, and confirm the return of any equipment supplied to staff during their employment.
- Maintain office records system by following procedures for retention, archiving, and proper disposal of records.
- Assist in facilitating workstation moves, as needed, and ensure each workstation occupied by a staff person has a name tag.
- Conduct regular walk-throughs of the floor and report any facility-related issues.
- Assist with maintaining a safe and secure work environment. Monitor all potential safety and security hazards; alert facilities or Public Safety department as required.
- Assist with facility and safety inspections, fire drills, and ensure that the fire safety staffing chart is up-to-date.
- Order office supplies and maintain an accurate inventory of supplies and orders processed. Follow protocols to submit invoices in a timely manner.
- Ensure that staff receives mail, faxes, and deliveries in a timely fashion.
- Create and maintain files and records; vendor proposals, contracts, and other important documents.
- Manage the upkeep of records and information stored in the operations unit folder on the shared drive and Teams.
- Schedule operations team meetings.
- Attend meetings, take written notes, and prepare meeting minutes.
- Assist with delegating and overseeing tasks performed by interns working in the Operations Unit.
- Regularly travel to other CUNY sites within New York City.

Other Duties

- Maintain and enhance job knowledge by engaging in educational opportunities, completing online and in-person training through Pryor Learning Solutions, and staying informed through reading professional publications, articles, and more.
- Research and recommend new approaches and processes to continuously improve the efficiency of the Unit's services offered.
- Other duties as assigned.

Qualifications

The ideal candidate will be a self-starter, highly motivated, and detail-oriented with experience working in a fast-paced environment. The candidate will be technology proficient, flexible and able to change focus from one task to another quickly and easily. Follow-through skills must be top notch.

Minimum Qualifications:

- A bachelor's degree in a related field from an accredited institution (preferred) or equivalent combination of education and experience in lieu of a bachelor's degree.
- Two years related administrative experience or at least three to four years of experience in lieu of a bachelor's degree.
- Technology Proficiency: Advance knowledge of Microsoft Word, Excel, PowerPoint; proficient with Adobe Acrobat, Microsoft Teams; ability to learn new software and applications quickly.

Preferred Qualifications:

- Planning and Organization: Ability to organize, prioritize and execute responsibilities in the face of multiple priorities or unexpected situations. Excellent time management and prioritization skills.
- Communication: Strong written and verbal communication skills.
- Strong attention to detail and high level of accuracy.
- Strong interpersonal skills; ability to maintain good working relationships with peers, across different levels of the organization and externally. Ability to work with diverse ethnic and cultural organizations and individuals.
- Flexible and easily adaptable to changing business requirements and practices.
- Ability to use discretion and maintain confidentiality.
- Strong work ethic with a customer service orientation; enthusiastic team player.
- Positive attitude, flexible and creative approach to problem solving.

Physical Requirements

- This is a 70/30 hybrid position, subject to change. Remote work arrangements are not a right or entitlement of employment and, as such, are discretionary and subject to operational needs unless otherwise provided by the CUNY Flexible Work Guidelines While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting or moving items (up to 20 pounds), bending, reaching, and regularly walking to conduct facility walk-throughs of office spaces or to address a facility matter on a particular floor or at a different worksite.
- Ability to travel to other CUNY sites within New York City as needed.

