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<b>Job Title</b>	Administrative Assistant
<b>PVN ID</b>	PS-1602-001006
<b>Category</b>	Clerical/Office Services
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Hourly Rate</b>	\$17.30-\$17.30
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Apr 11, 2016 (Or Until Filled)

## General Description

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The School of Professional Studies of the City University of New York (CUNY SPS) has launched eighteen degrees: ten bachelor's degrees open to students with 24 or more college credits who wish to complete their undergraduate studies, and eight master's degrees, with more programs currently in development. CUNY SPS leads the University in developing and operating online degree programs, and trains faculty throughout CUNY in online instruction. CUNY SPS is also the home of the Joseph S. Murphy Institute for Worker Education and Labor Studies, which offers higher education programs for working adults and union members, and serves as a nationally-recognized center for scholarship and resources for labor, academic, and community leaders seeking a deeper understanding of labor and urban issues.

CUNY SPS has established a partnership with the NYC Mayor's Office of Housing Recovery Operations (HRO) which administers the federally-funded Build It Back program. Build It Back is dedicated to helping residents of the five boroughs who sustained damage to their homes due to Hurricane Sandy. CUNY SPS seeks an experienced, detail-oriented Administrative Assistant to support the Build it Back Customer Service Division as needed.

**Hours:** Typically 35.5. hours/week (Monday, Wednesday, Thursday and Friday 9am – 5pm, Tuesdays 9am – 5:30pm). Additional weekday evening and weekend hours may be an option at times based on need and employee availability.

## Other Duties

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Reporting to the Call Center Customer Service Supervisor, the Administrative Assistant will work in a call center operation and be responsible for:

- Creating call records so Customer Service Representatives can contact applicants who have left a voicemail

- Mailing requested documents to homeowners
- Recording, proofreading, consolidating, and distributing notes from all team meetings
- Copying and distributing key documents for the team
- Data entry
- Consolidating and proofing spreadsheets and other key documents for special projects
- Storing key documents on the shared drive
- Placing calls to homeowners for special projects
- Handling inbound customer service inquiries as needed
- Other duties as assigned by the Call Center Service Supervisor

## Qualifications

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Minimum requirements for the position:

- A minimum of 12 credits toward an Associate's or Bachelor's degree.
- At least two (2) years of full-time relevant experience
- Experience in using data management systems and entering data into such systems
- Strong organizational skills and an eye for detail
- Excellent demonstrated customer service skills
- Excellent demonstrated written and oral communication skills
- Ability to work independently and collaboratively in a fast-paced and complex work environment
- Polite and professional demeanor
- Ability to adapt to changing situations and priorities
- Strong working knowledge of Word, Excel, and PowerPoint
- Demonstrated ability to be focused and efficient
- Demonstrated ability to be flexible when working on multiple projects
- Proficiency in the Microsoft Office Suite

Preferred requirements for the position:

- Bachelor's degree
- Knowledge of government operations, construction and/or human services programs, preferred.