



Job Title	Education Case Manager (F/T)
PVN ID	PS-1611-001494
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$60,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Dec 14, 2016 (Or Until Filled)

General Description

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 seeks an Education Case Manager to manage the offering of credit-bearing courses in the Medical Coding certificate program offered online. The Manager will work collaboratively with CUNY faculty members and staff to support enrolled students and promote their academic success.

Other Duties

Reporting to the Academic Director, the Education Case Manager will:

- Design and conduct student orientation;
- Contact students individually and in groups, and address challenges to help them persist and complete courses successfully;
- Advise students on academic policies;
- Work collaboratively with faculty to monitor student progress;
- Manage day-to-day activities of planning and delivering the program;

- Manage textbooks vouchers and supplies;
- Track and manage course expenses;
- Develop and produce custom reports on student benchmarks and outcomes; and
- Other duties as assigned.

Qualifications

Minimum requirements for the position:

- Bachelor's degree required.
- 2+ years of experience in coordinating academic or professional development programs and/or student advisement.
- Demonstrated ability to work well with diverse staff and constituencies including senior management, supervisors, front-line employees and administrative support staff.
- Experience in providing student support services in academic setting.
- Organizational skills, attention to detail, and ability to follow established processes.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.
- Working knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint).
- Knowledge of higher education and adult learners, preferred.
- Availability to work flexible hours which may include one weeknight per week.

This position is an 18-month grant-funded position.

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