



Job Title	Program Assistant - Enrollment and Learner Recruitment
PVN ID	PS-1703-001729
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$35,000.00 - \$45,000.00
Hour(s) a Week	35
Closing Date	Nov 28, 2017 (Or Until Filled)

General Description

About the CUNY School of Professional Studies

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

CUNY SPS seeks an experienced Program Assistant to support the NYC Administration for Children's Services (ACS) as it establishes a new workforce institute for front-line child and family services staff in partnership with CUNY. The Program Assistant will be responsible for supporting the delivery of relevant learning programs to enhance the quality of care provided to children and families. The new hire will join a team of CUNY colleagues, and will work on site at ACS offices in lower Manhattan.

Hours: 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

Other Duties

Reporting to the Program Manager of Learner Recruitment, the Program Assistant will:

- Recruit learners from the ACS divisions and External Agencies for the Workforce Institute courses.
- Assist learners with course selections and logistical details.
- Manage day-to-day recruitment inquiries, issues and concerns.

- Develop working relationships with the assigned agency contacts.
- Provide exceptional customer service to colleagues and learners.
- Respond to inquiries from front line employees, supervisors and managers about professional development offerings.
- Receive and inspect registration forms to guarantee all relevant learner information is captured.
- Conduct learner recruitment onsite agency outreach.
- Contribute to the development of quality assurance processes and tools to track the efficiency and effectiveness of recruitment process.
- Maintain database of provider agency contacts as new information is gained through outreach efforts.
- Update rosters in Learning Management System
- Maintain accurate, comprehensive and timely recruitment issues log.

Qualifications

- An Associate's degree; Bachelor's degree preferred.
- At least two (2) years of full-time experience working in a professional environment.
- Demonstrated experience using computerized data management systems
- Data entry and generating reports
- Strong attention to detail
- Excellent problem solving skills
- Excellent demonstrated customer service skills.
- Excellent demonstrated written and oral communication skills.
- Ability to adapt to changing situations and priorities.
- Knowledge of government operations and/or human services programs, preferred.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.
- Intermediate MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project) skills.
- Cornerstone Learning Management System experience or other LMS experience is a plus.

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