

Job Description

Job Title:	Academic Student Support Manager - CUNY START
Job ID:	17173
Location:	Hostos Community College
Full/Part Time:	Full-Time
Regular/Temporary:	Regular

POSITION DETAILS

The Division of Continuing Education and Workforce Development at Hostos Community College of The City University of New York is seeking a dynamic and accomplished leader to serve as the CUNY Start Manager at Hostos. CUNY Start is an intensive program for incoming college students who need to increase their academic proficiency in reading, writing and mathematics prior to enrollment in college credit classes. CUNY Start, with support from CUNY Central's Office of Academic Affairs, is offered at nine campuses. CUNY Start offers full-time or part-time programs during the day and in the evening.

CUNY Start is recognized for its carefully designed curriculum and pedagogy, ongoing professional development, and a supportive approach to student development. It is proven to be highly effective at reducing and/or eliminating remedial needs within one semester by focusing on each of the following program components: advisement, mathematics and reading/writing. In addition, CUNY Start is leading a range of special projects that include an initiative to support foster care youth towards the completion of an associate degree, expanding its partnerships with the University Accelerated Study in Associate Programs (ASAP), and implementing an intensive Math Start Program.

Reporting to the Vice President of Continuing Education and Workforce Development, the Academic Student Support Manager is responsible for the oversight and administration of the program at Hostos, which includes CUNY Start, Math Start, and other related special projects. The CUNY Start Manager works closely with CUNY's Central Office, which provides financial and programmatic support for the program.

Additional duties and responsibilities include:

- Managing the day-to-day operations, all CUNY Start staff and instructors, and communicating standard CUNY Start policies and program updates.
- Supervising the successful implementation of the CUNY Start model, goals, and outcomes.
- Ensuring successful recruitment of students to meet established targets including verification of student eligibility for CUNY Start with regard to high school diploma, college entrance holds, previous college credits, etc.
- Establishing and maintaining relationships with campus departments, ASAP, the Office of Academic Affairs, Student Development and Enrollment Management, and others.
- Working closely with CUNY Central's CUNY Start leadership team and the CUNY Start University Director to develop and standardize program operations.
- Overseeing the development and preparation of program offerings, curricula, guidelines, and related

communications.

- Collaborating with CUNY Central's curriculum and professional development team (math, reading/writing and advisement) to support successful delivery of the CUNY Start curriculum and professional development of teachers and advisors consistent with the instructional model.
- Utilizing program data provided by the University Research and Evaluation Team to assess CUNY Start outcomes with college leadership and plan for ongoing program development.
- Reporting CUNYFirst data, grades, and post-placement scores.
- Overseeing and scheduling weekly instructional team meetings with faculty, academic and administrative staff.
- Participating actively in campus and University meetings and training activities.

QUALIFICATIONS

Bachelor's degree and six years' related experience required.

The following qualifications are preferred:

- Master's degree in relevant field
- Experience supervising staff and managing programs in a Higher Education setting
- Strong written and oral communication skills
- Excellent leadership skills and the ability to work collaboratively with diverse constituencies
- Computer proficiency, data analysis and reporting skills
- Demonstrated experience developing and/or working with non-traditional and/or underprepared college students
- Ability to work in a fast-paced and dynamic work environment
- Availability to work evening hours

CUNY TITLE OVERVIEW

Manages a comprehensive support program to promote learning and academic success for a targeted student population.

- Develops, recommends, and implements program goals and objectives to meet students' specialized needs; coordinates delivery of services across multiple functions, developing new programs and activities as needed
- Advocates for students, and partners with academic and student support functions to ensure students effectively utilize programs and services; collaborates with counselors, mentors, and others assisting students
- Maintains ongoing communications with targeted student population as well as department management, advisory groups, and external organizations
- Collects data for, analyzes, and reports on activities and outcomes
- Performs related duties as assigned.

CUNY TITLE

Higher Education Associate

FLSA

Exempt

COMPENSATION AND BENEFITS

Salary commensurate with education and experience.

CUNY's benefits contribute significantly to total compensation, supporting health and wellness, financial well-being, and professional development. We offer a range of health plans, competitive retirement/pension benefits and savings plans, tuition waivers for CUNY graduate study and generous paid time off. Our staff also benefits from the extensive academic, arts, and athletic programs on our campuses and the opportunity to participate in a lively, diverse academic community in one of the greatest cities in the world.

HOW TO APPLY

Applicants must apply online by accessing the CUNY website at www.cuny.edu and navigate to the following links: "Employment" and "Search Job Postings"

Please attach resume, cover letter and three professional references.

CLOSING DATE

Open until filled with review of resumes to begin 9/22/17.

JOB SEARCH CATEGORY

CUNY Job Posting: Managerial/Professional

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.
