

## Job Description

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| <b>Job Title:</b>         | Academic Student Support Program Specialist - CUNY Start |
| <b>Job ID:</b>            | 16791  |
| <b>Location:</b>          | Hostos Community College                                 |
| <b>Full/Part Time:</b>    | Full-Time  |
| <b>Regular/Temporary:</b> | Regular  |

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### POSITION DETAILS

Hostos Community College is seeking two Academic Student Support Program Specialists for CUNY Start/Math Start. These are full time positions that require evening hours.

CUNY Start is an intensive program for incoming college students, both high school and GED graduates, who need to increase their academic proficiency in reading, writing and mathematics prior to enrollment in college credit classes. The CUNY Office of Academic Affairs, six CUNY community colleges, Medgar Evers and the College of Staten Island work collaboratively to provide students with an innovative approach to developmental education. CUNY Start is recognized for its carefully designed curriculum and pedagogy, ongoing professional development, and supportive approach to student development. CUNY Start has proven to be highly effective at reducing and/or eliminating students' remedial needs within one semester.

Math Start, based on the CUNY Start math curriculum and advisement model, is an intensive 8-10 week program for incoming CUNY students who want to increase their math proficiency before starting credit-bearing classes. Similar to CUNY Start, Math Start, enrolls students who have been accepted to CUNY, but have not passed the math sections of the CUNY Assessment Tests.

The CUNY Start/Math Start Program Support Specialist conducts comprehensive individual and group student orientations, information sessions and interviews, academic advising, performance feedback sessions and conferences, skills development seminars, workshops, recruitment/outreach and information session facilitation, new student orientation and other activities to enable successful program enrollment, completion, college transition and matriculation. Reporting to the campus CUNY Start/Math Start Program Manager, the Academic Student Support Specialist will work with groups of students throughout the academic year to cultivate and oversee their educational and advisement plans.

Other duties will include but are not limited to the following:

- Provides academic and college success guidance, skill improvement, college readiness, and survival strategies, general guidance, coaching, mentoring, and career exploration support.
- Monitors, evaluates, documents, and reports on students' academic participation and progress; ensures compliance with guidelines, and manages records and files.
- Advocates for students, intervene with appropriate program support services and referrals to faculty, campus learning resources and/or University student development services.
- Delivers program curricula and create training manuals and educational support materials.

- Coordinates regular team meetings with faculty, academic and administrative staff, and actively participates in campus and University meetings and training activities.
- Participates in executing the program's daily operations and logistics.
- Analyzes program data, assists with evaluating goals, and develops measurement criteria to perform student learning outcomes assessments and creates utilization reports.
- May supervise and train full/part-time professional, academic, and/or office support staff.

### **QUALIFICATIONS**

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

The following qualifications are preferred:

- Demonstrated experience in academic advising, career advising, and/or student development with diverse student populations, particularly underprepared high school or college students in an educational setting or college prep program
- Facilitation experience in adult or developmental education and using a holistic and strengths-based approach to student development
- Knowledge of learning strategies, accommodations, and accessibility services
- Strong presentation, verbal, and interpersonal communication skills to successfully work with and present to diverse learners and audiences
- Experience working with linguistically, culturally, and academically diverse students
- Strong work ethic, character and personal integrity, and ability to work with the utmost professionalism, discretion, and confidentiality
- Detail oriented with strong organizational, writing, proofreading, and editing skills with solid analytical, evaluative, and research skills
- Ability to work well in a time-sensitive, dynamic, student centered and responsive office
- Experience working in collaborative settings
- Experience with restorative justice practices and strength-based student development
- Computer proficiency using standard office software programs/applications
- Availability to work evening and weekend hours

### **CUNY TITLE OVERVIEW**

Provides educational development activities supporting a targeted academic program.

- Assists in developing and preparing program offerings, curricula, guidelines, and related communications
- Promotes program and advises students and College stakeholders on services, policies, and procedures
- Advises faculty, counselors, tutors, administrators and others on program goals, activities, and best practices
- Provides student services such as workshops, seminars, and advising sessions
- Coordinates efforts of faculty, staff, and other service providers to monitor and assess utilization, student progress, and program effectiveness
- Performs related duties as assigned.

### **CUNY TITLE**

Higher Education Assistant

**FLSA**

Exempt

**COMPENSATION AND BENEFITS**

\$51,126 - \$58,555; 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](http://www.cuny.edu) and navigate to the following links: "Employment" and "Search Job Postings."

Please attached resume, cover letter and three professional references.

**CLOSING DATE**

June 30, 2017

**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.

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