Division: Economic Development & Community Partnerships

Department: Office of Workforce Development and Innovation

Contract Title: College Assistant

Status: Part – Time

Schedule: Monday – Friday

Hours: 20 hours/week

Workforce Development College Assistant Job Description

The Office of Workforce Development seeks a highly motivated College Assistant to be the first point of contact for individuals exploring career pathways through our training programs. This role combines public-facing engagement, trainee support, and administrative coordination to ensure every prospective and current participant has a seamless and supportive experience.

The College Assistant plays a vital role with enrollment services in connecting individuals to workforce training opportunities by guiding them through enrollment, registration, and program selection. The ideal candidate thrives in a fast-paced, community-centered environment, brings exceptional communication and organizational skills, and is passionate about helping people achieve their career goals. To successfully execute the expectations of this position, the ideal candidate will demonstrate the capacity to:

- Serve as the primary point of contact for the public through phone, email, and in-person inquiries, delivering excellent customer service on behalf of the Office.
- Guide prospective trainees in selecting workforce programs that best match their interests and goals.
- Facilitate the registration and intake process for new and returning participants.
- Assist the Administrative Team and Marketing Specialist to drive recruitment through outreach initiatives, including information sessions, open houses, tabling events, and community partnerships (both in-person and virtual).
- Support digital engagement by updating website content and managing social media postings.
- Conduct surveys, manage data entry, and support program reporting needs.
- Lead and manage small to mid-scale projects with independence and initiative.
- Perform additional duties as assigned to support the success of the Office.

Qualifications

- Enthusiasm for connecting individuals to sustainable learning and workforce opportunities.
- Strong interpersonal, relationship management, and communication skills (verbal and written).
- Prior experience in sales, marketing, higher education, or workforce development.
- Proficiency with Microsoft 365 applications.
- Flexibility to support occasional evening hours and off-site recruitment events.

- High school diploma required; college degree preferred.
- Bilingual or multilingual fluency is a strong plus.

Please email a copy of your resume and cover letter to **Continuing.Education@csi.cuny.edu**