

Registry Support Specialist

New York Early Childhood Professional Development Institute

Brooklyn, NY

Posted on September 17, 2021

Job Description

The Aspire Registry is New York's early childhood workforce data system and is part of New York Works for Children, the state's integrated early childhood professional development system. The Registry Support Specialist is responsible for providing key support to maintain daily operations of The Aspire Registry.

The Aspire Registry is a web-based system that helps early childhood providers track and plan their ongoing professional development and education. The Registry Support Specialist will report to The Aspire Registry Administrator and work in a collaborative environment with a diverse team of professionals.

Responsibilities

- Provide customer support to our Registry members through e-mail and phone.
- Review documentation from registry members and verify information in the database and/or document management system
- Classify coursework from college transcripts and assign related information from training certificates
- Enter and verify data with attention to detail
- Other duties as assigned by the Registry Administrator or Registry Associates

Other Duties

- Attend staff meetings and trainings as required.
- Perform special projects and other duties as assigned.

Qualifications

Minimum Qualifications

- Associate's degree required. Bachelor's degree in early childhood education, or related field preferred.
- Excellent time management and organizational skills.
- Strong data entry skills, with the ability to provide data accuracy, speed and consistency
- Ability to work independently and collaboratively in a fast-paced and complex work environment.
- Intermediate to advanced experience in Microsoft Office Suite (Excel and Word required, other programs a plus).
- Exhibits excellent interpersonal skills, both written and oral.
- Must possess customer service skills necessary to effectively and professionally assist registry members.
- Ability to work with a diverse group of stakeholders including registry members, colleagues, and external partners.

Preferred Qualifications

- Bachelor's degree in early childhood education, or related field
- Familiarity with workforce registries or higher education transcript analysis.
- Bi-lingual language skills (Spanish, Mandarin, Cantonese, or Russian preferred)

Physical Requirements

- This position operates in a professional office environment. This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phone, photocopiers, filing cabinets and other presentation materials.
- While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 30 pounds), bending, reaching, sitting for prolonged periods of time. Reasonable accommodations will be made for employees with disabilities or other needs per RFCUNY policies.

Application Instructions

Please click on the below link to apply. Provide a resume and cover letter specifying your qualifications, experience, and interest relevant to this position.

Additional Information

EEO Info

We are committed to enhancing our diverse academic community by actively encouraging people of any race, color, religion, gender, gender identity or expressions, sexual orientation, national origin, genetic information, disability, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer.