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<b>Job Title</b>	Senior Program Manager
<b>PVN ID</b>	PS-1512-000866
<b>Category</b>	Research
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	School of Professional Studies
<b>Status</b>	Full Time
<b>Salary</b>	Depends on qualifications
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Feb 04, 2016 (Or Until Filled)

## General Description

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The School of Professional Studies of the City University of New York (CUNY SPS) has launched sixteen degrees: ten bachelor's degrees open to students with 24 or more college credits who wish to complete their undergraduate studies, and six master's degrees, with more programs currently in development. CUNY SPS leads the University in developing and operating online degree programs, and trains faculty throughout CUNY in online instruction. CUNY SPS is also the home of the Joseph S. Murphy Institute for Worker Education and Labor Studies, which offers higher education programs for working adults and union members, and serves as a nationally-recognized center for scholarship and resources for labor, academic, and community leaders seeking a deeper understanding of labor and urban issues.

CUNY SPS seeks an experienced Learning and Development professional 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 Senior Program Manager will be responsible for the implementation of program management processes in order to establish the new ACS Workforce Institute. The new hire will join a team of CUNY colleagues, and will work on site at ACS offices in lower Manhattan.

## Other Duties

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The Senior Program Manager will report to a Deputy Program Director and will:

- Contribute to the development of Workforce Institute management and governance policies and procedures, and be responsible for implementing them.
- Collaborate with instructional designers and learning program management colleagues to define personnel and vendor resources needed to deliver learning programs, then source, vet and contract with the new resources.
- Collaborate with internal and external colleagues on resource planning activities to support the achievement of program deliverables.

- Interface with CUNY budget and legal colleagues to effectively process a range of vendor and sub-contractor clients.
- Use effective project management tools and techniques to manage the program's scope, schedule, and budget.
- Collaborate with internal colleagues to define measurement objectives, define appropriate data to gauge program performance, and then manage the collection and reporting of appropriate data.
- May be responsible for managing a team of junior personnel and support personnel.

## Qualifications

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### Requirements for the position:

- Bachelor's degree required; Master's degree preferred in social work, education, adult learning, public administration, public policy, management, project management or related fields preferred.
- 5-8 years' experience managing projects or on-going programs.
- Experience sourcing, vetting and managing vendors and subcontractors.
- Experience managing stakeholder relationships, including clients and partner organizations.
- Organizational skills, attention to detail, and ability to follow established processes.
- Ability to communicate effectively, both orally and in writing.
- Excellent customer service skills.
- Attention to detail.
- Ability to work independently, and collaboratively.
- Strong computer skills required (Microsoft Word, Excel, PowerPoint, and Outlook required, MS Project preferred)
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.
- Advanced knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project, Visio).