

Job Title	Senior Program Manager, Learning Operations
PVN ID	PS-1705-001789
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$75,000.00 - \$85,000.00
Hour(s) a Week	35
Closing Date	Dec 08, 2017 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

CUNY SPS is recruiting for the role of Senior Training Manager-Learning Operations to support the NYC Administration for Children's Services (ACS) professional development institute, ACS Workforce Institute (ACS WI), in partnership with CUNY-SPS, for child welfare and juvenile justice professionals. The Learning Operations team's goal is to create the optimal learning environment and experience for all participants. ACS WI is currently delivering ten learning programs in state of the art classrooms in all 5 boroughs and will be launching seven new programs within the next twelve months. The Senior Training Manager will be responsible for supporting, coordinating and managing a team of facilitators who deliver custom designed learning programs.

The new hire will join a team of CUNY colleagues and will work on site at ACS offices in lower Manhattan.

Hours: 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

Other Duties

Reporting to the Deputy Director, Learning Operations, the Senior Training Manager will:

- Supervise and coach a team of facilitators responsible for the onsite delivery of all ACS WI classes
- Source, hire and onboard new facilitators
- Manage and communicate delivery schedules for 12-16 custom designed learning programs delivered continually in all 5 boroughs
- Collaborate with internal team and consultants to maintain program fidelity and assess facilitator development opportunities
- Coordinate and support Train the Trainer sessions and professional development events
- Proactively report feedback from learners and facilitators to ensure continuous improvement of learning programs
- Sustain a professional customer service environment which personifies “Keeping the Learner at the Center”
- Provide exceptional customer service to internal and external stakeholders

Qualifications

- Bachelor’s degree required. Master’s Degree preferred.
- Prior training experience required
- Managing a team of trainers preferred
- Experience in learning and development, professional education and/or training coordination with scheduling and logistics planning; strong knowledge of adult learning principles and facilitation techniques
- Experience working with scheduling software
- Willingness to travel off-site to observe staff (20%)
- Experience managing stakeholder relationships, including internal departments and partner organizations.
- Organizational skills, attention to detail, and ability to follow established processes.
- 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).

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