

Job Title	Program Aide, Learning Operations
PVN ID	PS-1801-002299
Category	Clerical/Office Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$35,000.00 - \$45,000.00
Hour(s) a Week	35
Closing Date	Jun 04, 2018 (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 seeks a Program Aide 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 SPS.

The Program Aide will be responsible for supporting the delivery of relevant learning programs to enhance the quality of care provided to children and families. The new hire will join a team of CUNY colleagues, and will work on site at ACS offices in lower Manhattan and the new state of the art ACS WI classrooms in all 5 boroughs. Program Aide will spend a majority of their time on site at an ACS WI classroom providing support to the learners and facilitators as well as the Learning Recruitment team in the Manhattan office.

35 hours/week (daily schedule will fluctuate depending on location assignments and projects)

Other Duties

Reporting to the Deputy Director Learning Operations, the Program Aide will:

- Collaborate with ACS and CUNY colleagues to support the successful delivery professional development offerings.
- Provide exceptional customer service to colleagues and learners.
- Receive and inspect enrollment forms received at the training site to guarantee all relevant learner information is captured.

- Set up and break down training room with learner supplies and materials.
- Ensure all registered participants are signed in/record arrival and departure time.
- Manage late arrivals without disruption to the learning program.
- Report attendance numbers back to Learning Operations team on a daily basis.
- Conduct outreach to internal and external agencies regarding class registration and rescheduling
- Assist Facilitators with any specific needs or issues that arise during the day.
- Ensure that issues that require timely attention from ACS Workforce Institute leadership are appropriately flagged and communicated back to the Learning Operations team.
- Collect pre and post training assessments and participant feedback forms and ACS employee registration forms.
- Provide first tier Help Desk support to learners regarding Learning Management System questions.
- Assist with ad-hoc short-term projects.

Qualifications

- An Associate's degree; Bachelor's degree preferred.
- At least two (2) years of full-time experience working in a professional environment.
- Demonstrated experience using computerized data management systems
- Data entry and generating reports
- Strong attention to detail
- Excellent problem solving skills
- Excellent demonstrated customer service skills.
- Excellent demonstrated written and oral communication skills.
- Ability to adapt to changing situations and priorities.
- Knowledge of government operations and/or human services programs, preferred.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.
- Intermediate MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project) skills.
- Cornerstone Learning Management System experience or other LMS experience is a plus.
- Must be able to lift or move 35 lbs.

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