



<b>Job Title</b>	Program Assistant, Data Analyst (part-time)
<b>PVN ID</b>	PS-1902-002932
<b>Category</b>	Managerial and Professional
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Part Time
<b>Salary</b>	Depends on qualifications
<b>Hour(s) a Week</b>	0.00
<b>Closing Date</b>	Aug 13, 2019 (Or Until Filled)

## General Description

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### About the CUNY School of Professional Studies:

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.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2018 Best Online Bachelor's Degree Programs.

### Description:

CUNY SPS seeks an experienced detail-oriented learning and development professional to join our training team in the role of Program Assistant. This role will be an integral part of the Energy Management Training team that manages the Department of Administrative Services' energy management portfolio of learning programs. These programs are designed to prepare City facility personnel to make energy-smart decisions; that assist the City of New York in meeting its greenhouse gas (GHG) emissions reduction goals.

The new hire will join a team of CUNY SPS colleagues, and work on site at the CUNY School of Professional Studies in mid-Manhattan. The Program Assistant will primarily be responsible for the tracking, reporting, and monitoring of evaluation metrics for relevant learning programs, as well as, supporting the administration of the energy management training portfolio as needed.

## Other Duties

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Reporting to the Program Director of the Energy Management Training Program, the Program Assistant will:

- Identify data and reporting needs for individual courses and program portfolio.
- Extract data from training administration reports, enrollment forms, the learning management system and other software data collection tools to use for program evaluation and monitoring;
- Analyze qualitative and quantitative data to assess participants' learning experience, program effectiveness, and opportunities for improvement that ensure program efficiency;
- Design and develop metric reports that are well-defined, measureable, and relevant;
- Develop training metric and benchmark reports using Microsoft Excel, Microsoft Access or other data analysis tools;
- Support the coordination and training logistics as part of the management of a diverse portfolio of energy management courses for building operators, trades personnel and energy managers working across the five boroughs;
- Support receipt and inspection of enrollment forms to guarantee all relevant learner information is captured and tracked prior to courses beginning;
- Support front line employees, supervisors and managers during their participation in the program;
- Provide exceptional customer service to colleagues and learners;
- Support special projects and/or initiatives.

## Qualifications

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Requirements for the position:

- An Associate's degree; Bachelor's degree
- At least two (2) years of full-time experience working in a professional Learning & Development environment preferred.
- Demonstrated experience using computerized data management and reporting systems.
- Demonstrated experience using learning management systems.
- Excellent demonstrated customer service skills.
- Excellent demonstrated written and oral communication skills.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.
- Ability to adapt to changing situations and priorities.
- Knowledge of government operations and/or energy management initiatives programs, preferred.
- MS Office (i.e. Microsoft Access, Excel, PowerPoint, Word, Project, and Visio), Tableau, ZOHO or similar tool.

**Hours:** Part Time up to 15 hours/week (daily schedule between 9am-5pm, with some occasional evening hours required).

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