
Job Title	Program Director, ACS Workforce Institute Partnership
PVN ID	PS-1902-002956
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	May 30, 2019 (Or Until Filled)

General Description

The CUNY School of Professional Studies (CUNY SPS)

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 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, government and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge. CUNY SPS is ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2019 Best Online Bachelor's Degree Programs.

The CUNY SPS Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We work with employers to develop targeted solutions in a range of fields. We bring knowledge of research-based learning practices as well as experience in developing innovative programs to all of our partnerships.

Position Details

CUNY SPS is recruiting for a Program Director for CUNY SPS's partnership with the Administration for Children Services Workforce Institute (ACS WI). The ACS WI provides professional development for child welfare and juvenile justice professionals. Learning programs are available through instructor led training offered at dedicated classrooms in each of the five boroughs and through eLearning and other online modalities. The Program Director will be responsible for leading the team of CUNY SPS full-time and part-time employees who are part of the ACS WI program. Functions the Program Director leads and oversees include learning program project management, Learning Management System administration, training delivery, training room operations, budgeting and procurement, quality assurance, data-informed decision making, and

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

Other Duties

Reporting to the Executive Director of the CUNY SPS Professional Education Workplace Learning office, the Program Director will:

- Collaborate closely with the Executive Director of the ACS WI to implement the ACS vision and strategy.
- Lead a complex, multi-functional team of 30+ full-time and 30+ part-time staff with the goal of supporting a full service operation that develops and delivers training five days a week across all five New York City boroughs.
- Manage a budget of \$15 million, ensuring accurate and timely reporting and forecasting.
- Oversee functions including learning program project management, training delivery, classroom operations, Learning Management System administration, budgeting and procurement, quality assurance, and communications.
- Ensure each function has documented procedures and policies incorporating project management and instructional design best practices as applicable.
- Develop and operationalize end-to-end quality assurance measures that ensure smooth hand-offs between functions and clarification of ownership.
- Support the team in sourcing and contracting with a portfolio of 40+ diverse, outstanding vendors and service providers that embrace the mission of the WI.
- Contribute to building a diverse, participatory culture that is strength-based, sensitive to implicit bias, and committed to the principles of effective coaching.
- Promote the use of effective strategies and technologies for enhancing adult learning and improving workplace performance.
- Interface and build strong relationships with CUNY support functions including finance, payroll, and human resources; ensure awareness of and adherence to CUNY policies and procedures.
- Participate actively in monthly CUNY SPS PEWL Director meetings and weekly WI leadership meetings.
- Other duties as assigned.

Qualifications

- Bachelor's degree, preferably a master's degree, in organizational development, adult learning principles and/or project management.
- A minimum of eight (8) - ten (10) years' experience in leading a learning and development team, with, preferably, experience overseeing projects in a governmental agency and/or not-for-profit.
- Prior experience leading teams in a management consulting setting or through complex change management initiatives in a client facing environment.
- Strong supervisory skills and proven ability to lead and coach professional staff across multiple functions, including training operations in several locations five days a week.
- Demonstrated experience overseeing the project management of multiple simultaneous projects (PMP or Agile certification a plus), each with multiple work streams.
- Strong knowledge of workplace learning strategies and industry practices related to adult learning (ATD

CPLP certification a plus).

- Experience overseeing the development and seamless implementation of blended learning solutions.
- Proven success developing and managing budgets and associated statements of work.
- Strong vendor relationship and contracts management experience.
- Experience successfully implementing and utilizing a Learning Management System.
- Experience using information and data analyses to make and guide informed decisions related to all aspects of the Scope of Work.
- Demonstrated ability to define and document business processes through research and client meetings.
- Proven ability to develop and implement continuous quality improvement processes.
- Superior negotiation, presentation, written, and oral communication skills.
- Experience working on a diverse team, with diverse constituencies and supportive of building a participatory decision-making culture.
- Proven success managing client relationships, preferably onsite.
- Strategic thinker with a strong vision and ability to handle and resolve conflict with the aim of developing cutting edge products that exceed client expectations.
- Strong proficiency with software including Microsoft Word, Excel, PowerPoint. Microsoft Project proficiency a plus.

To apply for this position, please submit a cover letter and resume.

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