

Job Title	Program Manager
PVN ID	PS-1905-003071
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$60,000.00 - \$70,000.00
Hour(s) a Week	35
Closing Date	Oct 31, 2019 (Or Until Filled)

General Description

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 contract training team in the role of Program Manager. 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; designed to help facility professionals across city agencies envision a learning path specifically targeted to their professional and personnel development goals.

The Program Manager will be responsible for managing the design, development, delivery and administration of relevant learning programs that prepare facilities personnel to make energy-smart decisions; in support of the City of New York's 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.

Other Duties

Duties and Responsibilities:

Reporting to the Program Director for the Energy Management Portfolio, the Program Manager will:

- Manage stakeholder relationships, including clients and partner organizations to ensure learning programs align to agency objectives.
- Oversee the design and development of new training initiatives targeted to specific audiences.
- Ensure learning programs are instructionally sound and adhere to best practices for adult learners.
- Support an action learning methodology intended to define process improvement and best practice solutions to critical problems /emerging opportunities.
- Coordinate marketing, logistics, and enrollment management for a series of certification prep courses, a blended learning certification program (involving ILT, synchronous and asynchronous online delivery), and Maintenance of Certification courses designed for trainees who have already earned a nationally recognized credential.
- Lead and manage special projects that support energy savings initiatives and enhancements to the EMI programs.
- Supervise, evaluate, and coach SME instructors.
- Support the Learning Management System (Hughes Systems, LLC).
- Manage special projects as required.

Qualifications

Minimum requirements for the position:

- Bachelor's degree. Masters-level study in instructional systems design and/or training delivery for adult learners preferred.
- 5-8 years' experience designing, developing, and implementing training for adult learners.
- 5-8 years' experience delivering virtual training for adult learners (synchronous and/or asynchronous) using WebEx Training Center preferred.
- Experience supervising and evaluating SME trainers, for both ILT delivery and online.
- Experience managing stakeholder relationships, including clients and partner organizations.
- Experience implementing measurement and evaluation metrics preferred.
- Experience with content authoring software such as Captivate, Articulate, and Lectora preferred.
- Experience with Learning Management Systems, including developing learner profiles, loading assets, assignment course materials to cohorts, and providing "helpdesk" support to instructors and learners preferred.
- Experience coordinating credentialing activities with national certifying bodies preferred.
- Knowledge of energy management or environmental science principles and practices preferred
- Industry certifications in instructional design or training facilitation preferred.
- Organizational skills, attention to detail, and ability to follow established processes.
- Ability to communicate effectively, both orally and in writing.
- Excellent customer service skills.
- Ability to work independently and collaboratively.
- Strong computer skills required: MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access, Project), and Visio.