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<b>Job Title</b>	Program Manager, Learning and Development
<b>PVN ID</b>	PS-1912-003422
<b>Category</b>	Administrative Services
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	Office of Professional Education and Wor
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$70,000.00 - \$80,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Mar 18, 2020 (Or Until Filled)

## General Description

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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.

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.

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.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

CUNY SPS seeks an experienced detail-oriented learning and development project manager to join our team in the role of Program Manager. This role will be an integral member of SPS's partnership with the New York City Department of Correction (DOC). SPS supports DOC by developing and implementing, instructor-led, online and blended professional development programs for DOC staff.

The Program Manager will be responsible for managing the design, development, delivery and administration of relevant learning programs. The new hire will join a team of CUNY SPS colleagues, and work on site at DOC's training facility in Middle Village, Queens.

## Other Duties

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Reporting to the Program Director for the DOC partnership, the Program Manager will:

- Manage stakeholder relationships, including clients and partner organizations to confirm learning priorities and ensure learning programs align to agency objectives.
- Project manage the design and development of new training initiatives by contracted vendors, including eLearning, instructor led and blended programs
- Review and provide feedback on learning programs to ensure they are instructionally sound and adhere to best practices for adult learners.
- Project manage a portfolio of projects ensuring projects are on track in terms of budget, scope, quality and schedule.
- Participate in or lead meetings, conference calls, site visits, etc. to support the DOC initiatives.
- Provide excellent customer service to program partners by being responsive to requests and proactive in finding solutions that meet their needs.
- Support an action learning methodology intended to define process improvement and best practice solutions to critical problems /emerging opportunities.
- Manage vendor relationships with instructional design firms contracted to develop the learning programs.
- Provide weekly status reports.
- Manage special projects as required.

## Qualifications

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- Bachelor's degree. Masters in project management or instructional systems design for adult learners preferred.
- At least 5years' experience project managing the development of multiple training programs simultaneously.
- Demonstrated ability to project manage effectively, as well as work with instructional design vendors to provide excellent service and high-quality results.
- 3-5 years' experience designing, developing, and implementing training (especially online learning) for adult learners preferred.
- Experience managing and tracking the progress of multiple projects simultaneously.
- Experience managing stakeholder relationships, including clients and partner organizations.
- Experience implementing measurement and evaluation metrics preferred.
- Experience with content authoring software such as Articulate preferred.
- Experience with Learning Management Systems preferred.
- Industry certifications in instructional design and project management preferred.
- Organizational skills, attention to detail, and ability to follow established processes.
- Excellent oral and written communication skills, interpersonal skills and demonstrated ability to interact professionally and build capacity among colleagues from culturally diverse backgrounds and in different project settings. Strong meeting facilitation skills, both in person and virtually.
- Excellent customer service skills.
- Ability to work independently and collaboratively onsite at a partner location.
- Strong computer skills required: MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access, Project), and

Visio.

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