

Job Title	Senior Learning & Development Program Manager
PVN ID	PS-1912-003441
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Office of Professional Education and Wor
Status	Full Time
Annual Salary	\$70,000.00 - \$80,000.00
Hour(s) a Week	35
Closing Date	Jul 29, 2020 (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.

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 a highly experienced detail-oriented learning and development professional to join our contract training team in the role of Senior Program Manager. This role will be an integral part of the Energy Management Training team that manages the Department of Citywide Administrative Services' energy management portfolio of learning programs; that are designed to help facility professionals across City agencies envision a learning path specifically targeted to their professional and personnel development goals.

The Senior Program Manager will be responsible for managing the design, development, delivery and administration of a portfolio of engaging learner-centric training programs that prepare City facilities personnel to make energy-smart decisions that support the City of New York's greenhouse gas (GHG) emissions reduction goals. The Senior Program Manager will also function in the role of content developer and/or course instructor for special energy related training projects. This position will be responsible for participating in the recruitment and onboarding of the instructional staff and field practitioners who support the energy management training program. 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

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

- Manage stakeholder relationships, including clients and partner organizations to ensure learning programs align to agency objectives.
- Lead the design and development of new training initiatives targeted to specific audiences.
- Partner with instructional design vendors to identify and assess the training needs of City agencies to result in learning programs that are interactive, relevant and effective.
- Ensure the overall effectiveness of the energy training program inclusive of conducting classroom observations, providing feedback to improve instructor capability, validating that learning programs are instructionally sound and aligned to best practices for teaching adult learners.
- Support an action learning methodology intended to define process improvement and best practice solutions to critical problems /emerging opportunities.
- Develop technical content for new energy courses.
- Teach special energy training workshops related to relevant topics in the industry.
- Support 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.
- Support the monitoring of program effectiveness to include instructor capability, learner performance, and opportunities to increase student engagement and transfer of learning back on the job.
- Lead and manage special projects that support energy saving initiatives and enhancements to EMI training programs.

Qualifications

Minimum requirements for the position:

- Bachelor's degree. Masters-level study in instructional systems design and/or training delivery for adult learners in a technical or energy related field
- 8-10 years' experience designing, developing, and implementing training for adult learners, preferred.
- 5-8 years' experience delivering virtual training for adult learners (synchronous and/or asynchronous) using WebEx Training Center
- Experience supervising and evaluating SME trainers, for both instructor led and online delivery.
- Experience managing stakeholder relationships, including clients and partner
- Experience implementing measurement and evaluation metrics
- Experience delivering training to adult learners in a workplace setting.
- Experience with content authoring software such as Captivate, Articulate, and Lectora
- Experience with Learning Management Systems preferred.
- Experience coordinating credentialing activities with national certifying bodies
- Industry certifications in instructional design and/or training facilitation
- Industry certifications in building operations, environmental science, or green buildings, preferred.

- Organizational skills, attention to detail, and ability to follow established
- Ability to communicate effectively, both orally and in
- Excellent customer service
- Ability to work independently and
- Strong computer skills required: MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access, Project), and