Job Title	Program Coordinator, DSS DHS Procedures and Training
PVN ID	PS-2002-003528
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Office of Professional Education and Wor
Status	Part Time
Hourly Rate	$20.00-$20.00
Hour(s) a Week	0.00
Closing Date	Jul 31, 2020 (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 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 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 2020 Best Online Bachelor's Degree Programs.

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.

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 is partnering with the NYC Department of Social Services to create and manage a comprehensive learning program to support DHS employees as they work to prevent and address homelessness in New York City. Specifically, the program will (1) develop and implement policy and procedures to support shelter operations and (2) train DHS employees on operational processes and city mandated topics.

Other Duties

CUNY SPS is recruiting for a Program Coordinator. The new hire will join a team of RF CUNY colleagues and

work on site in lower Manhattan.

Reporting to the Program Director, the Program Coordinator will:

- Learn/master applications to support program initiatives, for example a learning management system (LMS), Box, Articulate 360, Outlook, Excel, PowerPoint, SharePoint.
- Manage Course Registration
  - Register DHS and Provider Agency staff
  - Address registration issues
  - Generate training status reports
- Manage team's technology resources:
  - Articulate Storyline 360 software updates
  - WebEx Licenses
  - Adobe Illustrator Licenses
  - Loaner laptops, microphones, Wi-Fi Hotspots
- Proofread training material.
- Assist with compiling stakeholder feedback for learning programs in development.
- Lead small-scale projects: for example, working with vendors for resources licenses
- Meeting management.
  - Write up meeting minutes, manage/track follow-up action items, scheduling conference rooms
- Supply management:
  - Order and manage team supplies
- Recruiting Support:
  - Scheduling interviews/rooms

Track Team Attendance

Qualifications

Associate's degree required, Bachelors preferred.

- At least two (2) years of full-time experience working in a professional environment.
- Significant experience in a customer service-oriented culture.
- Knowledge of project management best practices.
- Organizational skills, attention to detail, and ability to follow established processes.
- Excellent written and oral communication skills.
- Ability to work independently and collaboratively with the ability to carry out complex assignments and adapt to changing situations and priorities.
- Advanced knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project, etc.) and high level of comfort working with technology.