
Job Title	Training Coordinator, DSS Anti-Bias/Trauma Informed Training
PVN ID	PS-2007-003637
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Professional Education and Workplace Lea
Status	Full Time
Annual Salary	\$75,000.00 - \$85,000.00
Hour(s) a Week	35
Closing Date	Jul 26, 2022 (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.

A CUNY SPS Training Coordinator, DSS Anti-Bias Training Initiative, is being sought to support the launch and on-going implementation of a new city-wide initiative to train 17,000 Department of Social Service staff on anti-bias curriculum. The Training Coordinator supports the management and implementation of a robust training schedule, specifically coordinating the scheduling, registration, and reporting processes.

Other Duties

Reporting to the Program Director, the Training Coordinator will:

- Track learners and manage course session attendance information, including registration, lateness and absenteeism, within DSS's Learning Management System (LMS).
- Manage virtual and in-classroom preparation, oversee classroom management protocols, resolve training/classroom-related or technical issues to ensure consistent and high-quality training environment.
- Assist in cataloging all session information including, but not limited to, document versioning, session logs, issues/risks, etc.

- Assist in the creation, implementation, and management of a robust training schedule, including the delivery of Virtual Instructor Led Training (VILT), webinars, eLearning, in-classroom and blended training throughout NYC boroughs.
- Prepare regular training reports.
- Responsible for materials preparation and distribution for training sessions, including, but not limited to course guides, handouts and visual materials.
- Perform work both onsite and remotely, traveling to identified training locations within the five boroughs as required.
- Other duties as assigned.

Qualifications

Minimum requirements for the position:

- A Bachelor's Degree and at least four years of experience working with instructional support activities in a clerical or paraprofessional capacity.
- Proven ability to organize diverse activities and manage multiple projects at once, observing schedules and project polices.
- Ability to keep accurate records and maintain libraries of materials.
- Knowledge of standard instructional design technology and office computer software; ability to use Microsoft Office products (Word, Excel, Access, and PowerPoint).
- Knowledge of internet-based software programs: Zoom, LMS, Webex, etc. used in virtual courses and webinars. Ability to communicate effectively individually and with groups, orally and in writing.
- Excellent analytical, critical thinking and problem-solving skills with attention to detail.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.
- Knowledge of Anti-Bias Trauma Informed content or experience in Social Work, Psychology or related fields.
- Knowledge of government operations, human services, and/or child support programs, a plus.