
Job Title	Program Coordinator
PVN ID	PS-2102-003836
Category	Clerical/Office Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	DCAS Energy Management Institute
Status	Full Time
Annual Salary	\$45,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	May 27, 2021 (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.

Description:

CUNY SPS seeks an experienced detail-oriented learning and development professional to join our training team in the role of Program Coordinator. 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.

The Program Coordinator will be responsible for supporting the design, development, delivery, administration and reporting of relevant learning programs. These programs are designed to prepare City facility personnel to

make energy-smart decisions; that assist the City of New York in meeting its greenhouse gas (GHG) emissions reduction goals. The new hire will join a team of CUNY SPS colleagues, and remotely and/or on site at the CUNY School of Professional Studies in mid-Manhattan.

Other Duties

Reporting to the Program Director of the Energy Management Training Program, the Program Coordinator will:

- Manage the administration of energy related training programs including:
 - Planning and logistics for courses and programs for building operators, trades personnel and energy managers who work across the five
 - Collaborating with DCAS to drive enhanced marketing and promotion of energy training programs to City agencies.
 - Processing registration information by reviewing enrollment requests to ensure all relevant learner information is captured prior to the start of courses.
 - Supporting student training on virtual technology (i.e. Web Ex).
 - Supporting front line employees, supervisors and managers during their participation in the program by providing exceptional customer service.
 - Providing help desk support for students using the learning management system.
 - Managing internal payroll documentation for subject matter expert instructors.
 - Managing the processing of invoices and tracking expenses for vendors, independent contractor, course materials and supplies.
- Support the planning, administration and reporting for the annual Learning Fair.
- Manage the tracking and fulfillment of maintenance requirements for credential based training programs.
- Collaborate with department's Program Effectiveness Team to track and report course evaluation metrics.
- Research, design and write content for the energy training newsletter.
- Assist in the development of new program ideas to support energy training program alumni.
- Support special projects and/or initiatives.

Qualifications

Minimum requirements for the position:

- Bachelor's degree
- At least three (3) years of full-time experience directly related to program administration support, preferably in higher education or professional learning and development environment.
- Proven administrative abilities that include:
 - Organizational skills, attention to detail, and ability to follow established processes.
 - Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment; that involves complex assignments, managing multiple tasks, and rapidly adapting to changing situations and priorities.
- Demonstrated experience using learning administration, data management and /or reporting
- Experience working with adult learners.
- Proven ability to build and maintain supportive relationships with instructors and students.

- Strong written, oral, presentation and communication skills.
- Intermediate to advanced technology proficiency in Microsoft Office and other data management tools.
- Experience with meeting and event planning preferred.
- Knowledge of government operations and/or energy management initiatives programs, preferred.