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<b>Job Title</b>	Senior Program Manager, Program Effectiveness
<b>PVN ID</b>	PS-2107-004124
<b>Category</b>	Managerial and Professional
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Salary</b>	Depends on qualifications
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Dec 09, 2021 (Or Until Filled)

## General Description

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### 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 contract training team in the role of Senior Program Manager, Program Effectiveness. This role will be an integral part of the Energy Management Training team that manages the design, development, delivery and administration of relevant learning programs on behalf of the Department of Citywide Administrative Services Energy Management Division. This program prepares City facilities personnel to make energy-smart decisions that assist the City of New York in meeting its greenhouse gas (GHG) emissions reduction goals. The program is 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, Program Effectiveness has an integral role in ensuring the effective development, monitoring and evaluation of new and existing training programs. This is accomplished through ongoing research to identify and implement best practices for adult learning; integration of the program's evaluation methodology; assessment of program quality using customized data collection tools, and ensuring the energy management program aligns to the technical needs of the target audience. She/he will design and conduct surveys throughout the training cycle to evaluate and measure results. She/he will direct the Program Data Analyst and Program Aide in the collection, assessment and reporting of results to DCAS senior management and key stakeholders. She/he will also direct Senior Part Time Instructors in the implementation of special energy management training projects.

This role also partners with the Senior Program Manager, Training Operations to support the onboarding of subject matter experts to deliver energy management courses, inclusive of providing coaching in adult learning best practices, and assessing instructional effectiveness. The new hire will join a team of CUNY SPS colleagues, and work remotely and/or on site at the CUNY School of Professional Studies in mid- Manhattan.

## Other Duties

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### **Duties and Responsibilities:**

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

1. Manage stakeholder relationships, including clients and partner organizations to ensure learning programs align to agency objectives.
2. Oversee the ongoing integration of the evaluation strategy, processes and data collection tools to survey learning effectiveness; course design; content development; and overall program outcomes.
3. Gather feedback from various sources to monitor program effectiveness, assess instructor capability, track learning performance, and identify opportunities to increase student engagement and adoption of learning back on the job.
4. Identify and assess the needs of agency partners to develop and deliver interactive and effective training programs that leverage best practice educational resources for teaching adult learners.
5. Support an action learning methodology intended to define process improvement and best practice solutions to critical problems /emerging opportunities within the energy management field.
6. Develop and maintain ongoing partnerships within CUNY, other universities/trades schools, and vendor partners with the focus to deliver best in class learning for adults in the workplace.
7. Support the research and alignment of the energy training program offerings to university based programs (i.e. credit for prior learning); continuing education (i.e. IACET), and industry credentials (i.e. AEE) that provides a pathway for participants interested in pursuing, professional certifications, college certificates and/or degrees.

8. Support onboarding, evaluation, and coaching of subject matter expert instructors in adult learning principles and teaching.
9. Supervise the department's Program Data Analyst and Program Aide to ensure data collection, assessment, and reporting align to the program's evaluation methodology and the client's expectations for accurate baseline data and reporting. This position will also provide direction to Senior Part Time Instructors in the implementation of special energy management training projects.
10. Lead or manage special projects that support energy saving initiatives or enhancements to the energy management training program.

## Qualifications

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Minimum requirements for the position:

- Bachelor's degree. Masters-level study in instructional systems design, training delivery and/or organizational learning for adults preferred.
- 10 or more years' experience designing, developing, implementing and evaluating training for adult learners or workforce development programs
- 8 or more years' experience delivering virtual training for adult learners preferred. (synchronous and/or asynchronous) using Zoom or WebEx
- Experience recruiting and supervising
- Experience supervising and evaluating subject matter expert
- Experience managing stakeholder relationships, including clients and agency partner
- Experience implementing a measurement and evaluation
- Experience with content authoring software such as Articulate Storyline
- Experience with Learning Management Systems to support instructors and learners
- Experience coordinating credentialing activities with national certifying bodies
- Industry certifications in instructional design or training facilitation
- Organizational skills, attention to detail, and ability to follow established
- Ability to communicate effectively, both orally and in
- Excellent customer services skills.
- Ability to work both independently and collaboratively.
- Strong computer skills required: MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access, Project, and Visio).