
Job Title	Program Director, ACS Workforce Institute
PVN ID	PS-2107-004125
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$125,000.00 - \$135,000.00
Hour(s) a Week	35
Closing Date	Dec 14, 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.

Position Details

CUNY SPS is recruiting for a Program Director for CUNY SPS's partnership with the Administration for Children Services Workforce Institute (ACS WI). ACS WI provides professional development for child welfare and juvenile justice professionals. Learning programs are available through instructor led training offered at dedicated classrooms in each of the five boroughs, via virtually led training, and through eLearning and other online modalities. The Program Director will be responsible for leading the team of CUNY SPS full-time and part-time employees who are part of the ACS WI program. Functions the Program Director leads and oversees include learning program project management, Learning Management System administration, training delivery, training room operations, budgeting and procurement, quality assurance, data-informed decision making, and

communications.

Diversity, equity, and inclusion are core values at ACS WI. We are passionate about building and sustaining an inclusive and equitable working and learning environment for all staff, stakeholders, and learners. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions. The Program Director is a decisive member of the ACS WI leadership team which governs through an equity lens, and prioritizes diversity, equity, and inclusion in all decision-making.

The new hire will join a team of CUNY SPS colleagues, and will work on site at ACS offices in lower Manhattan.

Other Duties

Duties and Responsibilities

Reporting to the Executive Director of the CUNY SPS Professional Education Workplace Learning office, the Program Director will:

- Collaborate closely with the Executive Director of the ACS WI to implement the ACS vision and strategy.
- Lead a complex, multi-functional team of 30+ full-time and 30+ part-time staff with the goal of supporting a full-service operation that develops and delivers training five days a week across all five New York City boroughs.
- Lead program implementation of course deliverables, ensuring logistics, resources, and communication is in place to support successful execution.
- Contribute to building a diverse, participatory culture that is strength-based, sensitive to implicit bias, and committed to the principles of effective coaching.
- Manage a budget of approximately \$15 million, ensuring accurate and timely reporting and forecasting.
- Oversee functions including learning program project management, training delivery, classroom operations, Learning Management System administration, budgeting and procurement, quality assurance, and communications.
- Ensure each function has documented procedures and policies incorporating project management and instructional design best practices as applicable.
- Develop and operationalize end-to-end quality assurance measures that ensure smooth hand-offs between functions and clarification of ownership.
- Build and leverage partnerships with key ACS WI senior leaders to support project deliverables.
- Support the team in sourcing and contracting with a portfolio of 40+ diverse, outstanding vendors and service providers that embrace the mission of the WI.
- Promote the use of effective strategies and technologies for enhancing adult learning and improving workplace performance.
- Interface and build strong relationships with CUNY support functions including finance, payroll, and human resources; ensure awareness of and adherence to CUNY policies and procedures.
- Participate actively in monthly CUNY SPS PEWL Director meetings and weekly WI leadership meetings.
- Other duties as assigned.

Qualifications

- Bachelor's degree, preferably a master's degree, in organizational development, adult learning principles and/or project management.
- A minimum of ten (10) years' experience in leading a learning and development team.
- Prior experience leading teams in a management consulting setting or through complex change management initiatives in a client facing environment.
- Strong supervisory skills and proven ability to lead and coach professional staff across multiple functions, including training operations in several locations five days a week.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Demonstrated experience overseeing the project management of multiple simultaneous projects (PMP or Agile certification a plus), each with multiple work streams.
- Strong knowledge of workplace learning strategies and industry practices related to adult learning (ATD CPLP certification a plus).
- Demonstrated experience as a resource mobilizer and relationship-building leader, who is skilled at leading diverse teams, policy, and processes in a complex organizational system.
- Experience overseeing the development and seamless implementation of blended learning solutions.
- Proven success developing and managing budgets and associated statements of work.
- Strong vendor relationship and contracts management experience.
- Experience successfully implementing and utilizing a Learning Management System.
- Experience using information and data analyses to make and guide informed decisions related to all aspects of the Scope of Work.
- Demonstrated ability to define and document business processes through research and client meetings.
- Proven ability to develop and implement continuous quality improvement processes.
- Superior negotiation, presentation, written, and oral communication skills.
- Experience working on a diverse team, with diverse constituencies and supportive of building a participatory decision-making culture.
- Proven success managing client relationships, preferably onsite.
- Strategic thinker with a strong vision and ability to handle and resolve conflict with the aim of developing cutting edge products that exceed client expectations.
- Strong proficiency with software including Microsoft Word, Excel, PowerPoint. Microsoft Project proficiency a plus.