
Job Title	Program Coordinator, Learning Operations
PVN ID	PS-2108-004157
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$50,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Nov 22, 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.

CUNY SPS partners with Administration for Children's Services (ACS) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACS WI).

CUNY SPS seeks a Program Coordinator to support professional development initiatives for direct service staff and supervisors in partnership with CUNY SPS. The Program Coordinator will support learners and facilitators in the ACS WI classrooms across all 5 boroughs as well as virtual training.

Other Duties

Responsibilities

Reporting to the Program Manager, Learning Administration, the Program Coordinator will:

Training Support

- Collaborate with ACS and CUNY colleagues to support the successful delivery professional development offerings
- Prepare, provide, and update attendance rosters for facilitators
- Provide remote support to training facilitators for morning and during-class needs
- Assist with troubleshooting any set-up or facility needs (virtual & in-person platform)

Administration & Reporting

- Visit training sites to reconcile and track training material counts
- Provide first line of communication through shared mailbox to ensure all emails are responded and relayed in a timely manner
- Check required pre-work items for classes and update attendance records on Cornerstone LMS
- Prepare reports such as post-session report and weekly summaries of all operations

Simulation Center Support (as needed)

- Prepare and support simulation center operations for ACS WI and JSA Onboarding programs
- Inventory of simulation props, learner, actor, and facilitator materials
- Support and liaise with simulation room technology personnel

Other

- Coordinate facilities and IT requests at designated locations
- Serve as back-up in the absence of other team members
- Perform other duties as assigned

Qualifications

- Associate degree;. Bachelor's degree preferred
- At least three (3) years of full-time experience in similar work
- Ability to work independently and collaboratively in a fast-paced and changing environment with multiple priorities that need to be effectively managed
- Strong problem-solving abilities to independently resolve routine and complex issues
- Strong organizational skills and attention to details
- Strong written and verbal communication skills and experience working with various teams and stakeholders
- Demonstrated experience using computerized data management systems; experience with data entry and generating reports; comfort using and troubleshooting new technology
- Proficiency in MS Office 365 or similar productivity tools
- Cornerstone Learning Management System experience or other LMS experience is a plus

- Must be able to travel to all ACS WI classrooms across all 5 boroughs
- Must be able to lift or move 35 lbs

This position is funded by a city grant program which mandates that all employees are vaccinated against COVID-19