
Job Title	Senior Program Manager, Training Operations
PVN ID	PS-2201-004508
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$85,000.00 - \$95,000.00
Hour(s) a Week	35
Closing Date	Mar 23, 2022 (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 contract training team in the role of Senior Program Manager, Training Operations. 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' Division of Energy Management. 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, Training Operations has an integral role in the day to day management of the program, as well as, review and approval of vendor deliverables, budgeting, procurement, quality assurance, communications, and reporting. This role ensures the effective delivery of new and existing training courses. This is accomplished through: ongoing assessment of learning outcomes; identification and implementation of best practices for adult learning; and ensuring the energy management program aligns to the technical needs of the target audience.

The Senior Program Manager, Training Operations collaborates with the department's Senior Program Manager, Program Effectiveness to assess surveys designed to evaluate and measure results throughout the training cycle. The role directs a training team that includes two Learning and Development Specialists and a Program Coordinator. The Senior Program Manager, Training Operations also supports the onboarding of part time instructors hired to deliver the energy management courses, inclusive of coaching in adult learning best practices, training delivery and instructional effectiveness.

Other Duties

Duties and Responsibilities:

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

- Manage stakeholder relationships, including clients and partner organizations to ensure learning programs align to City agency objectives.
- Ensure the effective delivery of training.
- Manage instructor schedules, coordinate class starts at multiple locations and/or remotely, and manage training equipment and materials including interaction with vendors.
- Design and prepare educational aids and course materials.
- Oversee implementation of instructor-led in person and remote training.
- Assess instructional effectiveness through ongoing evaluation and determine the impact to training outcomes.
- Partner with internal stakeholders and subject matter experts regarding instructional design of new training content or updates to existing content.
- Maintain curriculum database and training records.
- Monitor and evaluate training programs, processes and workflows for quality and effectiveness; make recommendations for improvement.
- Onboard, evaluate, and coach subject matter expert instructors in adult learning principles and teaching.
- Supervise the department's Learning and Development Specialists and Program Coordinator to ensure end-to-end excellence in training program delivery.
- Lead or manage special projects that support energy saving initiatives and enhancements applicable to the energy management training program.
- Develop and maintain partnerships within CUNY, other universities/trades schools, and vendor partners to support the delivery of class learning for adults in the workplace.

Qualifications

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 for a technical audience preferred.
- 8 or more years' experience delivering virtual training (synchronous) for adult learners using Zoom or WebEx preferred.
- Experience recruiting and supervising staff.
- Experience supervising and evaluating subject matter expert instructors.
- Experience managing stakeholder relationships, including clients and City agencies.
- Experience supporting a measurement and evaluation methodology.
- Experience with content authoring software such as Articulate Storyline preferred.
- Experience using Learning Management Systems to support instructors and learners; inclusive of LMS system implementation preferred.
- Experience coordinating credentialing activities with national certifying bodies preferred.
- Industry certifications in instructional design or training facilitation preferred.
- Organizational skills, attention to detail, and ability to follow established processes.
- Ability to communicate effectively, both orally and in writing.
- Excellent customer service skills.
- Ability to work independently and collaboratively.
- Strong computer skills required: MS Office (i.e. Microsoft Word, Excel, PowerPoint, Access, Project, and Visio).

Note: CUNY School of Professional Studies employees must verify proof of vaccination against COVID-19 or be subject to weekly COVID-19 testing.