Job Title	Senior eLearning Curriculum Developer - DHS Staff Learning &
PVN ID	PS-2205-004817
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	$95,000.00 - $110,000.00
Hour(s) a Week	35
Closing Date	Oct 27, 2022 (Or Until Filled)

General Description

About the CUNY School of Professional Studies

For over 15 years, the CUNY School of Professional Studies (CUNY SPS) has been leading online education in New York. Notable for offering the most?online?bachelor's and master's degree options at the City University of New York, and for serving transfer students as the University system's only undergraduate all-transfer college, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

The School's growth has been remarkable, with twenty-four?degrees?launched since 2006. Enrollment has risen by more than 30% in the last four years to over 4,000 students in the credit-bearing programs.? Thousands more are enrolled in non-degree and grant-funded workplace learning programs. In addition, the School has an active alumni network and has established the CUNY SPS Foundation, which offers multiple scholarship opportunities to current students.

CUNY SPS has consistently been named by U.S. News & World Report as one of the country's top online institutions. This year, the School was ranked in the top 2% in the nation on the publisher's list of the 2021 Best Online Bachelor's Degree Programs.

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.

Program Description:

CUNY SPS partners with the Department of Social Services' (DSS) Office of Policy, Procedures & Training (OPPT) to support the Department of Homeless Services (DHS) by creating and managing a comprehensive learning program to support DHS and DHS provider staff as they work to address, reduce, and ultimately prevent homelessness in New York City. Specifically, the program will (1) write procedures to support shelter

operations, and (2) create learning resources to train DHS and DHS provider staff on operational processes and city-mandated topics.?

Role and Responsibilities:

The Senior eLearning Curriculum Developer is a multifaceted role that produces effective and engaging learning solutions and well-written procedures and supervises a small team to do the same. The expectation is to leverage a training model for training projects, such as ADDIE or other models. The process for procedure projects will be learned on the job. This is a full-time job with benefits. Link to benefits page: https://www.rfcuny.org/rfwebsite/employees/explore-enroll-in-employee-benefits/

An ideal candidate:

· Is an experienced supervisor, coach, and instructional designer (of eLearning, Virtual Instructor-led Training and in classroom training), thrives on helping others and can share work examples to highlight these skills.

· Adapts easily to established processes, tools and changing priorities.

· Is an effective and efficient project manager and problem solver.

· Displays a professional, service-oriented, and approachable attitude.

· Is energized by leading meetings, keeping projects on track, listening to feedback, and collaborating with subject matter experts, other curriculum developers, technical writers, and facilitators.

· Can maintain and expand upon productive relationships with project stakeholders including representatives of City agencies, University administrators, faculty, staff, and independent contractors.

Other Duties

Duties & Responsibilities:

Reporting to Leadership, the Senior eLearning Curriculum Developer will:

1. Complete an On-Boarding experience to learn how the team works and executes projects - including processes, procedures, course development, and project management tools.?

2. Supervise a small team to help move training and procedure work forward.?

a. Lead the needs assessment process, ensuring deliverables are scoped, researched, and designed thoroughly, as well as implement standardized best practices and provide recommendations for improvement in these areas. ?

b. Coach and provide feedback to embed standards and tools and improve instructional design, eLearning concepts, scriptwriting, and project management practices.?

c. Review project scope and content for adherence to product design decisions, business requirements and expectations, as well as ensure internal and external reviews occur and that feedback/required changes are incorporated into the Alpha and Beta -- prior to pilot/implementation.

d. Conduct team and one-on-one supervision meetings.?

3. Lead training and procedure workgroup meetings with senior leadership, subject matter experts and other workgroup members to develop and move projects forward.?

4. Develop training and write procedures that bring DHS staff and DHS provider staff as close as possible to the skills, behaviors, or processes to be learned.?

5. Consult with the Program Director to provide project updates, identify risks, and discuss where additional support is needed?

6. Other duties as assigned.?

Qualifications

Seven (7) years of full-time work experience in eLearning development including needs analysis, project scoping, ability to analyze and synthesize complex content, storyboarding, scripting, a full build of courses, pre/post-assessments, and learning gains measurement in a training and staff development environment, or a bachelor's degree in a related field with 5 years of previously listed experience.

· 3 years of full-time work experience supervising or coaching eLearning curriculum developers.?

· Ability to simultaneously oversee multiple projects, as well as produce work.

· Excellent oral and written communication skills, interpersonal skills, and demonstrated ability to interact professionally and build rapport among colleagues from culturally diverse backgrounds and in different project settings.?

· Demonstrated proficiency in eLearning authoring tools, e.g., Articulate Storyline, Vyond, Natural Reader, and the MS Office Suite (Word, Excel, and PowerPoint).

· Capable of working independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.?

· Can analyze and synthesize complex content?

· Worksite location: 4 World Trade Center/35th floor, New York, NY?

Additional Notes

Candidates should be prepared to participate in the following as part of the interview process:

· Submit an eLearning and a writing sample.

· Complete an eLearning assignment as well as a writing assignment for a panel interview

· Demonstrate facilitation and supervisory skills.

· Participate in a phone screen, two virtual panel interviews, and follow-up calls as needed.

Vaccination Requirement

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

The Research Foundation of the City of New York & Diversity

As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and 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.