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<b>Job Title</b>	Employment Services & Special Initiatives Project Manager
<b>PVN ID</b>	PS-2209-005103
<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>Annual Salary</b>	\$75,000.00 - \$90,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Nov 08, 2023 (Or Until Filled)

## General Description

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### About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, 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. Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

*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.*

While a CUNY SPS/PEWL employee, this position reports to the Assistant Deputy Commissioner for Enforcement Operations within the New York City Office of Child Support Services(OCSS) and is part of the OCSS/CUNY partnership. OCSS works to ensure that children in New York City families receive financial support from both parents. OCSS helps locate noncustodial parents, establishes paternity, helps establish court-ordered child support and medical support orders, and collects and enforces those child support orders. OCSS' Division of Enforcement Operations is responsible for the appropriate application of enforcement remedies once a child support order is established and assisting low-income noncustodial parents by providing access to employment programs and other services to support their ability to pay.

### Description:

**The Special Initiatives Project Manager** will chiefly be engaged with OCSS in planning and implementing

employment and training programs, child support debt reduction programs, and other programs and services to assist noncustodial parents. The role will also include developing and overseeing other projects within the Division of Enforcement Operations to ensure the provision of timely, effective and high-quality services to noncustodial parents. These may include staff training initiatives, outreach efforts and expanded collaborations and referral networks with internal and external agency partners.

## Other Duties

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### **Duties and Responsibilities:**

- Serves as program manager for a portfolio of employment and training and other program partnerships engaged in by OCSS for the benefit of their noncustodial parent clients
- Defines program policies, standards, objectives, and contract deliverables in consultation and collaboration with senior OCSS staff and leadership
- Develops Request for Proposals (RFPs) for employment and training and other programs for noncustodial parents, and manages entire contracting process
- Works with agency research and evaluation staff to develop and implement a program evaluation regimen to assess effectiveness. Designs specific methodologies for data collection, performance measurement and reporting. Manages and coordinates collection, storage, and maintenance of data with contractors and stakeholders
- Prepares project plans, periodic written reports and data dashboards for OCSS and other program stakeholders
- Manages contractor and stakeholder relationships by conducting site visits, facilitating regular communications and meetings, and overseeing the reporting process with project partners
- Monitors contractors for compliance with contract terms on an ongoing basis
- Manages various administrative tasks such as budget development and oversight, handling program correspondence, processing requests for payments submitted by contractors, and maintaining consistent documentation and storage of all key project documents
- Analyzes program and operational data to inform the development of new programs and services and to assess program outcomes
- Performs additional relevant assigned tasks as needed

## Qualifications

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- Bachelors' degree required. Master's degree preferred
- At least 5 years of successful work experience in project planning and management within the public or private sector
- Project management experience in the education, training and/or employment services sectors preferred
- Significant experience in vendor/stakeholder management, and the monitoring and review of project/grant proposals
- Strong analytical skills and experience in collecting, analyzing and interpreting both quantitative and qualitative data relating to operational workflows
- Expertise in creating detailed reports and presenting data in chart, graph and spreadsheet formats
- Strong attention to detail, excellent verbal and written communication skills

## *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.*