



Job Title	Program Assistant
PVN ID	PS-2211-005200
Category	Clerical/Office 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	Mar 07, 2023 (Or Until Filled)

General Description

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 and created at the same time as CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

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

Description:

ACS Workforce Institute seeks an experienced Program Assistant to support the NYC Administration for Children's services (ACS) Workforce Institute which provides professional development programming for child welfare and juvenile justice staff in partnership with CUNY. The Program Assistant will support the maintenance, development and operationalization of learning and professional development programs for child welfare and juvenile justice practitioners with the goal of strengthening outcomes for children. The role will provide strategic planning, project management and logistics support. The CUNY team works onsite at ACS offices and at Workforce Institute training facilities, though currently working hybrid.

Other Duties

Duties and Responsibilities:

- Assist in the management of our existing and evolving training programs and individual training modules as well as the day-to-day operation of our programs.
- Develop documentation, tracking mechanisms and communications for program leadership and learners.
- Develop and manage relationships with key-stakeholders such as candidates, senior analytical management and external vendors.
- Ensure program updates are properly executed and reflected on our learning-management systems
- Work with communication and evaluation teams to promote, track and evaluate trainings and training utilization.
- Ensure the program operates smoothly and address any issues identified.

Qualifications

Qualifications:

- High School diploma or equivalent required; Bachelor's degree preferred in education, business management, psychology or related field.
- Ability to work 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.
- Ability to handle heavy calendar management
- Demonstrated experience in using project management tools.
- Familiarity with tools/ applications needed for data collection, analysis, and reporting. Preferably Qualtrics
- Demonstrate understanding in how managing stakeholder relationships, including clients and partner organizations; customer service experience a plus.
- Ability to work effectively as part of a team.
- Ability to multi-task
- Strong interpersonal and communication skills and customer service skills
- Superior attention to detail.

- Ability to show initiative, critical thinking, reasoning and problem solving
- Be able to prioritize and work on multiple large and small activities simultaneously
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint).
- Knowledge of Canva preferred