
Job Title	Learning and Development Program Specialist
PVN ID	PS-2306-005646
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$70,000.00 - \$80,000.00
Hour(s) a Week	35
Closing Date	Aug 18, 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.

Program Description:

The City University of New York School of Professional Studies ("CUNY SPS") has partnered with New York City's Department of Citywide Administrative Services' ("DCAS") Division of Energy Management ("DEM") to design, develop, and deliver an adult learning-centric energy management training program. The courses are administered through DEM's Energy Management Institute ("EMI"). The training is designed to assist facility professionals across City agencies envision a learning path targeted to their professional and personnel development goals. To support this goal CUNY SPS (1) Markets and delivers courses to DCAS partner

agency energy management staff, (2) Identifies, updates, and maintains course materials to ensure they meet the needs of learners, and reflect updates based on new research, shifts in practice, programmatic changes, and legislative changes, (3) Conducts periodic assessment of instructors and learning coaches to ensure optimal proficiency (4) Performs ongoing evaluation and reporting on EMI program results to meet baseline and advanced reporting needs. The work location for this position: all CUNY SPS employees are expected to work on-site 70% of the time. On-site may include 119 W 31st Street, NYC, and/or agency training locations across the five boroughs. CUNY SPS employees may work remotely or from home 30% of the time.

Role and Responsibilities:

The Learning & Development Program Specialist is an integral part of the department's Energy Management Training Operations team who is responsible for effectively managing the design, development, delivery, and evaluation of learning programs that support the City of New York's greenhouse gas (GHG) emissions reduction goals.

An ideal candidate:

- Has a thorough understanding of adult learning principles, learning modalities effective instructional techniques and can translate that knowledge into innovative training programming.
- Can manage a classroom of learners virtually or in a live classroom with differing needs and abilities.
- Can leverage an online Learning Management System ("LMS") to support student needs and help ensure successful completion of courses
- Is experienced at managing program sponsor or stakeholder relationships to ensure alignment to agency's workforce development goals.
- Thrives working in a fast-paced environment managing multiple priorities, tasks and projects.
- Quickly learns new processes and technology with minimal direction.
- Is energized by leading meetings, keeping training on track, listening to feedback, and collaborating with subject matter experts, instructors and learning coaches.

Other Duties

Duties and Responsibilities:

Reporting to the Senior Program Manager of Training Operations, the Learning and Development Program Specialist will:

- Support an action learning methodology to define process improvements and best practice solutions to critical problems - emerging opportunities in education, workforce development and training.
- Ensure learning programs are instructionally sound and adhere to current best practices for adult learners.
- Assess, design, develop, and implement new content for in-person, remote, and self-paced training delivery, in accordance with best practices for instructional design.
- Maintain an existing curriculum to ensure content is relevant and aligns to energy related local laws and policies.
- Partner with the Program Effectiveness team to evaluate training outcomes and make recommendations for improvement.
- Direct, evaluate, and coach subject matter expert instructors.

- Participate in observations and assessment of instructors who deliver energy management training.
- Lead special projects that support energy savings initiatives and/or enhancements to the EMI program.
- Leverage key functionality of the Blackboard Learning Management System to improve training outcomes.

Qualifications

We understand that candidates may not have all the skills we are seeking below. We encourage those interested to apply even if they do not meet all of them. We are looking for talented individuals to join our team.

- Bachelor's degree. Masters-level degree in instructional systems design, training delivery and e-Learning development for adult learners preferred.
- 5-8 years' experience designing, developing, and implementing training for adult learners.
- 5-8 years' experience delivering virtual training (synchronous) for adult learners using Zoom preferred.
- Experience supervising and evaluating technical subject matter experts for instructor-led classroom or virtual delivery.
- Experience managing stakeholder relationships, including clients and partner organizations.
- Experience working with City and/or State agencies preferred.
- Experience analyzing measurement and evaluation metrics preferred.
- Experience with content authoring software such as Captivate or Articulate, preferred.
- Experience with Learning Management Systems, including developing learner profiles, loading assets, assigning course materials, and providing "helpdesk" support to instructors and learners preferred.
- Knowledge of energy management or environmental science principles and practices 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 also collaboratively with team and stakeholders.
- Strong computer skills required: (e.g., Microsoft Word, Excel, PowerPoint, Access, Project, and Visio.)

Additional Notes:

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

- Participate in two to three virtual panel interviews and follow up calls as needed.
- Submit a writing sample (e.g., case study, report, etc.).
- The position is full-time with benefits. Please review the benefits via the following link:
<https://www.rfcuny.org/rfwebsite/employees/explore-enroll-in-employee-benefits/>

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.