
Job Title	Program Coordinator
PVN ID	PS-2308-005785
Category	Clerical/Office Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Jan 19, 2024 (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.

Description:

CUNY SPS seeks an experienced detail-oriented learning and development professional to join our training team in the role of Program Coordinator. This role will be an integral part of the Energy Management Training team that manages the Department of Citywide Administrative Services' (DCAS) energy management portfolio of training programs.

The Program Coordinator will be responsible for supporting the delivery, administration and reporting of

relevant courses. These programs are designed to prepare City facility personnel to make energy-smart decisions; that assist the City of New York in meeting its greenhouse gas (GHG) emissions reduction goals. The Program Coordinator will collaborate with the team's Learning and Development Program Associates to support in-person, remote and hybrid course delivery. The Program Coordinator will also support the Senior Program Manager of Training Operations throughout the training cycle and the Program Director on special projects.

Other Duties

Duties and Responsibilities:

Reporting to the Senior Program Manager, Training Operations, the Program Coordinator will:

Manage the administration of energy related training programs including, but not limited to:

- Planning and logistics for courses and programs for building operators, trades personnel, energy managers and agency energy personnel who work across the five boroughs to include:
- Collaborating with DCAS to drive enhanced marketing and promotion of energy training programs to City agencies.
- Developing and executing a marketing plan to bring the program to every New York City building.
- Partnering with Agency Energy Personnel to create outreach materials and course recommendations to meet the needs of their employees.
- Collaborating with course vendor partners to research new offerings and resources available for program participants
- Developing course calendar and schedule of courses to be handed to the LMS Administrator to generate a course catalog
- Supporting front line employees, supervisors and managers during participation in the program by providing exceptional customer service and support for accessing the training
- Manage inquiries through the department mailbox.
- Supporting program management of courses.
- Managing the processing of invoices and tracking expenses for vendors, independent contractors, course materials and supplies.
- Supporting internal payroll documentation for subject matter expert instructors and learning coaches.
- Supporting the planning, administration and reporting for the Learning Fairs.
- Supporting the department's Program Effectiveness Team to track and report course evaluation metrics.
- Researching, designing and writing content for the energy training newsletter.
- Assisting in the development of new program ideas to support energy training program alumni.
- Supporting special projects and/or initiatives.

Qualifications

Minimum qualifications for the position

- Bachelor's degree

- At least three (3) years of full-time experience related to program administration support, preferably in higher education or professional learning and development environment.
- Proven administrative abilities that include:
 - Organizational skills, attention to detail, and ability to follow established processes.
 - Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment; that involves complex assignments, managing multiple tasks, and rapidly adapting to changing situations and priorities.
 - Proven track record of providing excellent customer service to all constituents.
 - Working with a program sponsor to provide high-quality products, including marketing materials.
- At least one (1) year of working with a Learning Management System (LMS) or Student Information System (SIS) to generate and leverage user data for program marketing and improvement.
- Demonstrated experience using learning administration, data management or other reporting systems.
- Experience working with adult learners preferred.
- Proven ability to build and maintain supportive relationships with customers, instructors and/or students.
- Strong written, oral, presentation and communication skills.
 - Intermediate to advanced technology proficiency in Microsoft Office and other data management tools.
 - Experience with meeting and event planning preferred.
- Knowledge of government operations and/or energy management initiatives programs, preferred.