

Job Title	Manager, Program Operations
PVN ID	PS-2309-005869
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$76,000.00 - \$86,000.00
Hour(s) a Week	35
Closing Date	Jan 31, 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.

About the Academy for Community Behavioral Health:

The [Academy for Community Behavioral Health](#) (the Academy) at the CUNY School of Professional Studies (CUNY SPS) builds the capacity of NYC nonprofit social service providers to proactively address behavioral health.

Launched in June 2021 with funding from the Mayor's Office of Community Mental Health and Mayor's Office for Economic Opportunity, the Academy currently delivers services in three areas:

1. Free learning programs for community-based organizations, City/State agencies, and others.
2. Piloting community care models that center participatory methods, strengthen community ties, and improve behavioral health care access and outcomes.
3. Custom services for City and State agencies in their roles as funders, program managers, and social service providers.

In its first two years, the Academy has reached more than 6,000 learners from nonprofit organizations across NYC. We have also helped launch two new pilot programs designed to strengthen community care.

Description:

The Program Operations Manager will combine leadership in project management and program administration to help the Academy meet performance goals and serve its audience effectively. Reporting to the Program Director, this role will provide strategic thought leadership and management skills, and will be a key part of the Academy team.

We seek candidates who have successfully managed complex projects related to learning or capacity building.

The Manager will:

1. Design and implement systems, tools, and workflows that lead to consistent, high quality work processes and products
2. Oversee the build and delivery of the Academy's free courses for nonprofit social service providers
3. Strengthen project planning and project management methods and tools across other Academy service areas

This is a hybrid role currently expected to work 50% at the CUNY School of Professional Studies in midtown Manhattan and 50% remote. This schedule is subject to change.

Other Duties

Duties and Responsibilities:**BUILD AND DELIVER FREE COURSES FOR NYC NONPROFIT SOCIAL SERVICE PROVIDERS**

- Collaborate with the program team to determine the Academy's project management needs
- Develop and execute a project management approach that improves work processes, products, and outcomes
- Establish and integrate best practices
- Research, select, and customize project management tools
- Adapt and improve tools and approach to best meet project needs
- Co-develop clear project plans with agreement on goals, deliverables, and timeline
- Bring the right stakeholders into the process, at the right time
- Prioritize among multiple competing projects
- Plan and direct course build and delivery. Manage the integration of workstreams that include:
 - Course creation;
 - Building and testing virtual courses in the Learning Management System (LMS);
 - Delivering virtual (live or asynchronous) and in-person courses;

- Communications and outreach via the Academy's website, mailing list, and more;
 - Learner engagement and experience;
 - Technical and operations support;
 - Data collection for course improvement and reporting;
 - Other workstreams, as needed
- Create timelines, workflows, and milestones, and track progress
 - Monitor and coordinate the work of other team members to ensure projects stay on track; troubleshoot challenges and escalate issues as needed
 - Lead routine team meetings, including by developing agendas; facilitating discussion and decisions; and securing agreement on next steps
 - Resolve team questions and make or facilitate decisions to advance project plans, where possible. Escalate issues where needed
 - Oversee the technical and operations support needed for smooth course delivery, including software procurement and management and classroom/space reservations
 - Supervise the LMS Administrator

OTHER ACTIVITIES

- May manage projects in the Academy's other service areas, based on capacity and program needs
- Recommend and make improvements to the Academy's overall project planning, project management, quality assurance, and quality improvement activities
- Represent the Academy at meetings with internal and external stakeholders, as needed
- As the Academy grows, may hire and manage additional project or program managers, support staff, or others
- Additional tasks, as needed

Qualifications

REQUIRED SKILLS AND EXPERIENCE

- Bachelor's degree
- 3+ years of demonstrated experience and skill managing the implementation of complex learning or capacity building projects. A strong candidate will demonstrate skillfulness in:
 - Creating, implementing, and improving project management approaches and tools
 - Strategic thinking
 - Focus on the user experience and continuous quality improvement
- The ability to take initiative, exercise sound judgment, and resolve or escalate issues as needed
- The ability to communicate clearly and considerately with diverse stakeholders to achieve project goals, including strong writing skills
- 3+ years of experience supervising staff, including goal setting, supervision and coaching, performance management, and professional development
- Strong meeting facilitation skills
- Attention to detail
- Advanced Microsoft Office and Zoom skills
- Proficiency in project management systems and tools
- Experience managing the development and delivery of e-learning courses through a Learning

Management System (LMS)

- Interest in and commitment to the Academy's mission, values, and services

PREFERRED QUALIFICATIONS

Preferred qualifications include one or more of the following:

- Commitment to continued learning and skill development as a project manager, such as through professional education and certifications (e.g. PMP, CAPM), graduate study, or other advanced training
- Master's degree in a related field
- Experience managing projects related to the Academy's mission
- Prior work in adult learning or organizational capacity building, such as:
 - Curriculum design
 - Delivering training, coaching, or other technical assistance
 - Applying best practices in adult learning, implementation science, or other frameworks relevant to the Academy's work
- Prior work in a community-based organization, City/State agency, educational, or grant-making setting in a focus area related to the Academy's mission and services

To apply, please submit a brief cover letter describing your interest and fit for this position, along with a resume and professional references.

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.