

Job Title	Learning & Development Specialist
PVN ID	VA-1902-002970
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Employee Resources & Staff Development
Status	Full Time
Annual Salary	\$58,500.00 - \$61,000.00
Hour(s) a Week	35
Closing Date	May 30, 2019 (Or Until Filled)

General Description

MISSION

We build innovative educational and career development programs that strengthen and advance The City University of New York's commitment to promoting equity and mobility for its students.

GENERAL DESCRIPTION

The City University of New York (CUNY) is the nation's leading urban public university serving more than 540,000 students in matriculated degree, certificate and continuing education programs at 24 colleges and institutions in New York City. The Office of the Senior University Dean for Academic Affairs oversees a wide range of programs and initiatives at the University, including: adult literacy programs, service learning, early childhood professional development, collaborative programs with the New York City public schools, workforce development and continuing education, as well as programs such as the CUNY Language Immersion Program (CLIP), Accelerated Study in Associates Program (ASAP), CUNY Start, and the Early College Initiative (ECI).

JOB PURPOSE

The Office of the Senior University Dean for Academic Affairs (SUD) seeks a dynamic, motivated individual to serve as a **Learning & Development Specialist** for the Employee Resources & Staff Development unit. The ideal candidate is a detail-oriented person with a warm personality, who has administrative and technical experience with a passion for translating data into meaningful insights to identify learning needs and future trainings. The L&D Specialist is responsible for assessing surveys, designing engagement tools, assisting with management training and new employee orientation. The L&D Specialist will also manage our new learning management system, which provides a blended-learning approach of webinars, digital videos, eBooks, self-paced courses, audio conferences, and live trainings. The incumbent will work in partnership with the Employees Resources Director and the Senior Manager of Staff Development to increase learning engagement and leverage our LMS system as a critical component of our overall training strategy. This role will also provide the incumbent with the opportunity to collaborate on a variety of other organizational strategic initiatives.

Reporting to the Director of Employee Resources, the Learning & Development Specialist will be responsible for the following, but not limited to:

DUTIES AND RESPONSIBILITIES:

Learning & Development support

- Serves as a lead administrator to our new Learning Management System, this includes managing all aspects of system administration, i.e., configuring groups, learning paths, report building, trouble-shoots technical issues, manages and updates employee information for entire SUD unit using systems and spreadsheets
- Assists with management training on the basic use of the system's functionalities such as reporting, development of learning paths, training assignments, etc.
- Assess instructional effectiveness through post-workshop evaluation surveys to determine impact of training on employee skills
- Creates and distributes organizational communications through various platforms to ensure employees have knowledge of future training courses, workshops and resources
- Delivers informal and formal presentations in a manner that is clear, engaging, and effective, in a classroom, one-on-one, or virtual room environment using the proper medium (PowerPoint, direct demonstrations, video conferencing, etc.)
- Researches and recommends trainings, and initiatives related to D&I that are designed to foster a climate that encourages respect for diversity
- Conducts Level 1 through 3 (Kirkpatrick scale) assessments of trainings and provides sound analysis of findings
- Evaluates and recommends internal and vendor programs, as necessary, to meet training objectives

Data Management

- Tracks and synthesizes training data and reports metrics to identify areas of improvement and assess training needs
- Assist with measurement and evaluation of training impact on staff
- Creates, updates, and manages various spreadsheets and reports from a variety of sources in order to keep accurate and current information.

Administrative support

- Prepares all required documentation to process invoices, maintains expense reports, and follows-up with vendor management to ensure payment
- Schedules and coordinate trainings, securing locations, catering, resources, equipment, materials, etc.
- Orders office supplies for unit as needed
- Coordinates all committee meetings, creates agenda, takes minutes and follows-up with next steps

Other Duties

- Assists with the coordination and successful implementation of All Staff Day, New Employee Orientation, Networking and other related staff events

- Develops and documents processes to establish consistent use of our LMS system
- Identifies opportunities to create organization processes, collaborates with other key staff to streamline procedures
- Researches and recommends new approaches, systems, and procedures to continuously improve efficiency of the Unit's services offered
- Attends meetings and training events as assigned
- Other duties as assigned

Qualifications

Minimum Qualifications

- Bachelor's Degree in Organizational Development, Psychology, Adult Education, Human Resources, or comparative areas of study;
- At least three (3) years of experience in learning and development, training, or human resources field
- At least one (1) year of experience working with a learning management systems
- Enthusiasm for public speaking with the ability to engage a large audience and present material in a professional manner
- Demonstrated experience implementing D&I programs in trainings and/or human resource capacity
- Strong interpersonal skills with the ability to foster and maintain collaborative relationships with staff across all programs and units
- Exhibits excellent interpersonal skills both written and oral
- Experience working with a diverse population, learners and audiences
- Strong analytical skills with the ability to provide data accuracy, consistency, and efficiency in all processes
- Intermediate to advance experience in Microsoft Office Suite (Excel, Word, Visio, PowerPoint) and Outlook
- Excellent project management, time management and superior organization skills
- Experience using measurement and evaluation strategies to assess the efficiency and effectiveness of learning solutions on performance
- Ability to manage multiple priorities in a fast paced environment with minimal supervision
- Continuous improvement mindset with an aptitude in problem solving and deadline management
- Ability to work independently and as part of a team towards a common goal/objective/task
- Handles confidential information with the highest degree of professionalism
- Ability to follow a flexible work schedule outside of regular hours during staff events and trainings
- Passionate, hard-working individual excited to help build our unit

Preferred Qualifications

- Experience working in a higher education environment is preferred
- 2-3 years of experience delivering trainings in a social service environment, preferred but not required
- Certification in related field from SHRM or ATD, preferred but not required

Physical Requirements

- This position operates in a professional office environment. This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phone, photocopiers, filing cabinets and other presentation materials
- While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 20 pounds), bending, reaching, sitting for prolonged periods of time
- Ability to travel to other sites within New York City and follow a flexible work schedule outside of regular hours during all events

EEO Info

We are committed to enhancing our diverse academic community by actively encouraging people of all race, color, religion, gender, gender identities or expressions, sexual orientation, national origin, genetics, disabilities, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer.