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<b>Job Title</b>	Senior Policy Associate-Organizational Change Manager
<b>PVN ID</b>	VB-2212-005298
<b>Category</b>	Managerial and Professional
<b>Location</b>	OFFICE OF SR VC-BUDGET, FINANCE & FISCAL POLICY
<b>Department</b>	CUNY Institute for State & Local Govern
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$95,000.00 - \$175,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Feb 06, 2024 (Or Until Filled)

## General Description

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CUNY Institute for State & Local Governance are hiring an Organizational Change Manager (OCM) to work closely with members of the Institute's operation's team to monitor and supervise changes to business processes and systems, technology, job roles, and structures inherent in many of the projects implemented by the Unit and to play a crucial role in ensuring that stakeholders in the various projects embrace these changes. Most immediately, the OCM will help drive organizational readiness and transformation with a higher education client who is about to implement a new Enterprise Resource Planning (ERP) system. This position, within the Operations Unit, will work with the project management team and the client to assist with managing all aspects of change associated with the transformation of the organization to align with the ERP. This includes oversight and leadership of all organizational change management project team activities. This person will focus on the people side of change. The primary responsibility will be creating and implementing change management strategies and plans that maximize stakeholder adoption and usage while minimizing resistance. The OCM's work will seek to insure adoption, utilization and proficiency of the changes that impact employees in the organization to increase benefit realization, value creation, ROI and the achievement of desired results and outcomes.

The Organizational Change Manager will report to the Senior Fellow directing the Operations initiatives and will work on a range of tasks, which may include but are not limited to:

- Design, develop and implement change management strategies and plans
- Supervise execution of organizational change management activities and user readiness
- Bring potential organizational obstacles to the project team and manage resolution
- Work with process teams to ensure that new design elements are being appropriately communicated to the organization and effectively incorporated into user training
- Identify and anticipate organizational challenges and/or resistance; develop risk mitigation plan
- Spearhead initiatives to develop employees' understanding and acceptance of impacts on specific job roles, policies, technology impacts and business practices
- Revise preliminary OCM roadmap as necessary and manage roadmap activities
- Create communication and training plans to enable smooth implementation of the strategy.

- Work with process teams to ensure that new process and technology design elements are being appropriately communicated to the organization
- Ensure consistent presentation of the project in all products, including presentations, Web sites, memos, speeches, print, etc.
- Ensure timely and high quality deliverables of the team
- Assist with integration of the Change Management plan into the overall project plan
- Identify, track, report and resolve issues. Determine appropriate metrics and measures that will help the client measure progress, reinforce behavior, and adjust/improve implementation results
- Provide regular updates to the project team and other stakeholders as requested
- Support organizational change skills within the Operations Unit and utilize Unit staff in implementing change activities

*Our office is located in New York City and the position will be housed there over the long-term, however, work will be **remote in the immediate term.***

## Other Duties

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## Qualifications

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### **We would love to hear from you if you have:**

- Education: Bachelor's degree with appropriate project experience in Organizational Development, Human Performance Technology, Organizational Communications is required. Master's degree in Organizational Development, Human Performance Technology, Communications or related field highly preferred.
- Change management certification preferred
- 3 to 5 years experience with medium to high complexity change management projects is required; in the area of ERP implementation preferred.
- Thorough knowledge of, and experience in, change management principles and methodology.
- Experience in executing change management strategies and partnering with organizational team leads in the design, development and implementation of plans is required
- Strong presentation, verbal and written communication skills with the ability to articulate complex ideas in easy to understand business terms to all levels of management including senior leaders
- Ability to effectively manage multiple competing priorities with high attention to detail
- Possesses strong analytical skills, good listening skills with ability to effectively coach and mentor others; must be able to lead by influence
- Ability to work in a team-based, collaborative working environment
- Computer Literacy: Demonstrates working knowledge with MS-Office suite of software applications and tools, including: Microsoft Word, Excel, PowerPoint, and MS-Project

**This is a full-time position in New York City with a salary range of \$95,000 to \$175,000 and excellent benefits, including:**

- Comprehensive medical/dental/vision insurance

- Paid vacation and personal days
- Paid sick leave
- CUNY tuition reimbursement program
- Pre-tax benefits for transit and healthcare costs
- Family/parental leave
- Life insurance
- A retirement plan with employer contribution.

Our staff also benefit from:

- A positive work/life balance.
- Opportunities for advancement within the organization.
- Engagement with the broader CUNY network.
- Working with organizational leadership who have years of significant public sector and policymaking expertise.

### **How to Apply**

Please submit a cover letter describing your qualifications and interests and attach your curriculum vitae or resume.

For more information about our open positions, email [info@islg.cuny.edu](mailto:info@islg.cuny.edu).

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