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| Job Title | Communications and Quality Assurance Manager |
| PVN ID | PS-1710-002155 |
| Category | Managerial and Professional |
| Location | CUNY SCHOOL OF PROFESSIONAL STUDIES |
| Department | CUNY School of Professional Studies |
| Status | Full Time |
| Annual Salary | \$60,000.00 - \$75,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Jan 19, 2018 (Or Until Filled) |

General Description

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

Since March 2015, CUNY SPS has been collaborating with the NYC Administration for Children's Services (ACS) in the development and management of the ACS Workforce Institute (ACS WI). The ACS WI provides professional development training for front-line and supervisory child welfare and juvenile justice professionals across the five boroughs.

CUNY SPS is recruiting candidates for a new Communications and Quality Assurance Manager position responsible for the writing, proofreading, production and distribution of key communications and the oversight of quality assurance across multiple workstreams to ensure efficient and accurate operations and the documentation of and adherence to functional policies and procedures. Additionally, this role will be responsible for supporting the Program Director with tasks including meeting scheduling, troubleshooting of operational issues, and other tasks as needed.

Other Duties

- Collaborate with stakeholders across functional teams to create comprehensive policy and procedure documents
- Develop and operationalize a comprehensive cross-functional QA process
- Serve as point of contact for writing and maintaining key communication pieces directed primarily to those

attending our learning programs. Examples include learning program marketing flyers, website content, registration e-mail confirmations, class reminder emails, special announcements to learners, announcements of new learning programs, changes in policies, etc.

- Draft and maintain key organizational documents including the Brand Style Guide and communication policies and procedures
- Conduct QA of communications to learners and learning programs (flyers, etc.):
 - Ensure consistency of message and voice
 - Adhere to style guide
 - Proofread or coordinate the proofreading of learner documents as needed
- Track and manage all communication activities against project plans and lead a weekly status meeting
- Apply graphic design best practices to communication documents
- Source and manage vendor relationships with graphic designers, copywriters and other providers when needed, providing clear direction on services needed to support communication deliverables
- Occasionally assist in writing presentations
- Support the Program Director by scheduling meetings, documenting meeting notes, and other duties as assigned

Qualifications

- Bachelor's degree
- A minimum of five (5) – eight (8) years' experience in writing policies and procedures and implementing cross-functional QA programs; and in a communications related position;
- Excellent oral and written communication skills which produce clear and concise materials;
- Demonstrated project management experiences and an ability to manage multiple projects simultaneously;
- Strong quality assurance skills with an eye for detail including excellent proofreading skills;
- Strong proficiency with software including Microsoft Word, Excel, Powerpoint, Base Camp, and graphic design programs like InDesign;
- Experience managing vendors, especially graphic designers;
- Proven ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment;
- Experience working in social service, especially child welfare experience/knowledge;
- Experience working on a diverse team, and with diverse constituencies;
- Ability to work independently and collaboratively in a fast-paced and complex work environment; and
- Proven ability to carry out complex assignments and adapt to changing situations and priorities.

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