

Job Title	Curriculum Developer and Trainer
PVN ID	PS-1712-002263
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$65,000.00 - \$80,000.00
Hour(s) a Week	35
Closing Date	Jul 30, 2018 (Or Until Filled)

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## General Description

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### About the CUNY School of Professional Studies

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.

SPS manages a comprehensive employee learning and performance support program for the New York City Human Resources Administration (HRA) Office of Child Support Services (OCSS). OCSS works to ensure that children are financially supported by their non-custodial parents; the goal of the SPS program is to ensure that OCSS's 800+ staff and vendors are equipped with the knowledge, skills, and procedural information needed to carry out this mission.

As a Curriculum Developer and Trainer, you will design, develop, maintain, and deliver training to OCSS staff. You will evaluate the agency's workflows, procedure and policies, identify best practices, and then distill that information into comprehensive training programs. Developing a training program often includes writing a detailed and extensive training manual for both participants and facilitators, as well as developing PowerPoint presentation, activities, job aids, and other performance support tools.

What we're looking for: You are an experienced curriculum developer and writer/author very skilled in creating engaging and effective training experiences about complex topics – **and you have examples to share that showcase those skills.** You thrive on quickly learning new processes and technologies with minimal direction, and have an interest in translating that knowledge into innovative, in-depth training materials. You enjoy communicating and collaborating effectively with subject matter experts, other curriculum developers and technical document writers.

**Office located in downtown Manhattan.**

**Role requires occasional travel within New York City.**

## Other Duties

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Reporting to the Deputy Program Director, the Curriculum Developer and Trainer will be expected to:

- Conduct training needs assessments.
- Collaborate with OCSS's subject matter experts and other team members to develop content knowledge of the child support program.
- Implement instructional design methodology and adult learning principles to write and develop courses, and all accompanying course materials and manuals, for OCSS employees.
- Produce visually appealing training materials and curricula meeting high standards of quality.
- Provide instruction in classroom-based settings to adult learners; typically in job-based technical and specialized subject areas pertaining to the child support process and related systems.
- Maintain productive relationships with project stakeholders, including representatives of City agencies and CUNY project administrators.
- Other duties as assigned.

## Qualifications

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### **Minimum requirements for the position:**

- Bachelor's degree required; Master's degree in related field preferred.
- A minimum of two (2) years full-time experience directly related to developing classroom training programs and materials with more technical or process-oriented content.
- Demonstrated implementation of instructional design methodologies in developing courses and related classroom materials.
- Exceptional writing skills needed to produce comprehensive course facilitator and participant guides.
- Aesthetic sense and ability to apply principles of graphic design to create appropriate and visually appealing training materials.
- Strong facilitation skills. Ability to engage learners and manage a classroom of learners with differing needs and abilities. Ability to analyze and synthesize complex content.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.
- High levels of proficiency in Microsoft Office products (Word and PowerPoint) needed to produce effective presentations and reference materials.

### **Optional:**

- Knowledge or experience in government operations, human services, and/or child support programs a plus.
- Experience creating e-learning or blended learning curricula.
- Proficiency in eLearning authoring tools, e.g., Adobe Captivate and /or Storyline.