



Job Title	Training Coordinator – DHS Staff L & D Program
PVN ID	PS-2307-005749
Category	Clerical/Office Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$60,000.00 - \$70,000.00
Hour(s) a Week	35
Closing Date	Nov 20, 2023 (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.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

Program Description:

CUNY SPS partners with the Department of Social Services (DSS) Office of Policy, Procedures & Training (OPPT) to support the Department of Homeless Services (DHS) by creating and managing a comprehensive

learning program to support DHS and DHS provider staff as they work to address, reduce, and ultimately prevent homelessness in New York City. Specifically, the program (1) writes procedures to support shelter operations and (2) creates learning resources to train DHS and DHS provider staff on operational processes and city-mandated topics.

The Training Coordinator will report to the Senior Program Manager. The role will have a dual function which includes administrative and technical support for training and the delivery of synchronous training to both DHS and DHS provider staff.

Location: 4 WTC/ 35th floor, NYC (New York City)

Other Duties

Duties & responsibilities include, but are not limited to:

- Provide administrative and technical support for training such as:
 - Developing course schedules
 - Coordinating training invitations
 - Reserving classrooms and training spaces
 - Assisting with the development of training surveys and assessments
 - Live troubleshooting via Zoom chat
 - Assisting with logistical coordination for Instructor-Led Training (ILT).
- Administration of the Learning Management System (LMS) such as:
 - Course creation, enrollment, and attendance
 - Managing learners' attendance records on external spreadsheets
- Manage the team's general training inbox, troubleshoot learner issues, and deliver operational training communications to learners according to specified processes and time frames.
- Participate in program planning meetings and conference calls with DHS and other program partners.
- Deliver and facilitate Instructor-Led Training (ILT) and Virtual Instructor-Led Training (VILT) to DHS and provider staff.
- Assist with other tasks as requested.

Qualifications

Minimum requirements for the position:

- Education and experience for **one** of the following:
 1. i) An associate's degree with four (4) years of full-time experience with program coordination of large-scale learning or professional development programs and two (2) years full-time of training delivery experience.
 2. ii) A bachelor's degree with two (2) years of full-time experience directly related to program coordination of large-scale learning or professional development programs and two () years of full-time training delivery experience.
- Experience utilizing learning management systems to support learning programs.

- Strong problem-solving abilities to independently resolve routine and complex issues.
- Excellent written, oral, and interpersonal communication skills.
- Strong organizational skills, attention to detail, and ability to keep accurate records.
- Proven ability to build and maintain relationships with program partners, instructors, and learners.
- Ability to take initiative and perform work both independently and collaboratively.
- Competence in adapting to changing situations and priorities.
- Strong computer skills and proficiency in Microsoft Office (Word, Excel, and PowerPoint).

Candidates should be prepared to participate in the following as part of the interview process:

- Submit a writing sample.
- Demonstrate facilitation skills.
- Participate in a phone screen, two virtual or in-person panel interviews, and follow-up calls as needed.

This is a full-time job with benefits. Link to page: <https://www.rfcuny.org/rfwebsite/employees/explore-enroll-in-employee-benefits/>