

Job Title	Program Coordinator, ACS Onboarding Initiatives
PVN ID	PS-1710-002153
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$40,000.00 - \$55,000.00
Hour(s) a Week	35
Closing Date	Jan 08, 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.

CUNY SPS is recruiting for the role of Program Coordinator to support the NYC Administration for Children's Services (ACS) professional development institute, ACS Workforce Institute (ACS WI), in partnership with CUNY-SPS, for new frontline Preventative agency personnel, new Child Protective Specialists, and newly appointed DCP Supervisors.

The new hire will join a team of CUNY colleagues and will work on site at ACS offices in Manhattan (NYC ACS bldg., 1st Avenue, Manhattan)

Other Duties

Reporting to the Program Director of Instructional Design, the Program Coordinator will:

- Learn/master applications to support program initiatives, for example Basecamp and the LMS: Cornerstone (CSOD) Learning Management System managed by the ACS Workforce Institute.
- Maintain learning programs' shared folders and Basecamps (project management project tool)
- Proofread all training material.
- Assist with compiling stakeholder feedback for learning programs in development.
- Lead small-scale projects: for example, working with vendors for program memorabilia.

- Manage pilot enrollment and invitations for on-boarding programs supporting the following roles: new frontline Preventative agency personnel, new Child Protective Specialists, and newly appointed DCP Supervisors.
- Manage pilot planning logistics: for example, printing and delivery of learning program materials to training sites, reserving rooms, ordering catering
- Schedule and send reminders for payroll, timesheets, evaluations and monthly reports to the Instructional Design team.
- Help build positive relations within the team and with external parties (including staff, administration, and outside vendors).
- Record meeting minutes as needed
- Assist with inventory of sorting room
- Provide onsite program support as needed
- Provide administrative support to Program Director and team as needed.
- Other duties as assigned

Qualifications

- Associate's degree required, Bachelors preferred.
- At least two (3) years of full-time experience working in a professional environment.
- Significant experience in a customer service oriented culture.
- Knowledge of project management software preferred.
- Organizational skills, attention to detail, and ability to follow established processes.
- Excellent written and oral communication skills.
- Ability to work independently and collaboratively with the ability to carry out complex assignments and adapt to changing situations and priorities.
- Advanced knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project, etc.) and high level of comfort working with technology such as an LMS.

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