
Job Title	Coordinator, Learning Operations
PVN ID	PS-1802-002354
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$50,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Apr 08, 2018 (Or Until Filled)

General Description

The School of Professional Studies of the City University of New York (CUNY SPS) has provided 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 Coordinator, Learning Operations to support the ACS Workforce Institute (ACS WI). Formed in 2015, ACS WI is a partnership between NYC Administration for Children's Services (ACS) and CUNY SPS tasked with providing ongoing professional development for the city's child welfare and juvenile justice professionals. Since its launch in March 2016, ACS WI has delivered its 18 custom designed and evidence based learning programs to over 9,500 learners in state of the art classrooms in the 5 boroughs. The Learning Operation's team's goal is to create the optimal learning environment and experience for all participants. The Coordinator will be responsible for supporting, coordinating, and managing activities in the five ACS WI classrooms, including managing a team of five field staff.

The new hire will join a team of CUNY SPS colleagues, and will work on site at ACS offices in lower Manhattan.

Other Duties

The Coordinator will report to the Deputy Director, Learning Operations and will:

- Supervise and coach a field staff (Program Aides) of five individuals who are responsible for supporting the onsite delivery of ACS WI trainings

- Develop and sustain a professional customer service environment which personifies “Keeping the Learner at the Center”
- Maintain master class schedules for all ACS Workforce Institute learning programs and ensure Program Aide support for each training
- Manage inventory, coordinate logistics, and follow up with facilities issues for all ACS WI classes in all five boroughs
- Build and maintain partnerships with internal stakeholders and external ACS contacts at each classroom site to ensure seamless class execution

Qualifications

- Bachelor's Degree, preferred
- Prior experience managing entry level employees in a customer service environment preferred
- Significant experience in a customer service oriented culture
- Experience in using scheduling software; preferably with a learning management system
- Willingness to travel off site to meet with and coach staff
- Organizational skills, attention to detail, and ability to follow established processes
- Excellent written and oral communication skills
- Strong problem solving and analytical skills
- Ability to work in a fast-paced, demanding, and complex work environment, 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, etc.) and high level of comfort with technology such as an LMS and project management software

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