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<b>Job Title</b>	Program Aide, Learning Operations
<b>PVN ID</b>	PS-1809-002752
<b>Category</b>	Clerical/Office Services
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$35,000.00 - \$45,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Feb 22, 2019 (Or Until Filled)

## General Description

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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.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2018 Best Online Bachelor's Degree Programs

The ACS Workforce Institute provides ongoing professional skills development of direct service staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors. Developed in 2016, the Institute is a partnership between ACS and the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work).

CUNY SPS seeks a Program Aide to work with the NYC Administration for Children's Services (ACS) as part of the Workforce Institute. The Program Aide will support professional development initiatives for direct service staff and supervisors in partnership with CUNY SPS. The new hire will join a team of CUNY colleagues to

provide support to learners and facilitators in the WI classrooms across all 5 boroughs and the Learning Recruitment team in the Manhattan office.

The Program Aide works 35 hours/week (daily schedule will fluctuate depending on location assignments and projects).

## Other Duties

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Reporting to the Senior Program Manager of Learning Operations, the Program Aide will:

### *Customer Service*

- Provide a welcoming environment and exceptional customer service to colleagues and learners.
- Manage classroom dynamics, including tracking attendance, answering and redirecting program inquiries, and confirming training completion.
- Demonstrate thorough knowledge of training support procedures, including pre-training, on-site and post-work processes.
- Conduct scheduled reminder calls and email learners prior to training day.

### *Stakeholder Communication/Reporting*

- Conduct outreach to internal and external agencies and learners regarding class registration and scheduling.
- Report daily attendance metrics back to Workforce Institute stakeholders.
- Ensure that issues that require timely attention from ACS Workforce Institute leadership are appropriately flagged and communicated back to the Learning Operations team.

### *Learning/In-training Support*

- Collaborate with ACS and CUNY colleagues to support the successful delivery professional development offerings.
- Set-up and break down training room with learner supplies and materials.
- Provide basic on-site troubleshooting with training equipment and software.
- Assist Facilitators with any specific needs or issues that arise during the day.

### *Other*

- Maintain training spaces and site inventory.

- Perform weekly classroom inventory.

Assist with ad-hoc projects as needed.

## Qualifications

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- An Associate's degree; Bachelor's degree preferred.
- At least two (2) years of full-time experience working in a professional environment.
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.
- Strong attention to details and excellent problem-solving skills.
- Excellent demonstrated customer service skills.
- Excellent demonstrated written and oral communication skills.
- Ability to adapt to changing situations and priorities.
- Knowledge of government operations and/or human services programs, preferred.
- Demonstrated experience using computerized data management systems; experience with data entry and generating reports; comfort using and troubleshooting new technology.
- Intermediate MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project) skills.
- Cornerstone Learning Management System experience or other LMS experience is a plus.
- Must be able to lift or move 35 lbs.

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