
Job Title	Training Coordinator and LMS Specialist
PVN ID	PS-2204-004744
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$60,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Jun 28, 2022 (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 bachelor's and master's degree options online at the City University of New York and serves as the University's only undergraduate all-transfer college. With 24 degree 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. It's renowned and affordable online programs – which offer in-state tuition to all students regardless of where they live – ensure that busy working adults can 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.

Through PEWL, CUNY SPS manages a comprehensive employee learning and performance support program for the NYC Human Resources Administration (HRA) Office of Child Support Services (OCSS). This program, funded by external support from government and private sponsors through the Research Foundation of CUNY, is in its 15th year of operation. OCSS works to ensure that children are financially supported by their noncustodial parents. Our goal is to ensure that OCSS's several hundred person staff and vendors are equipped with the knowledge, skills, and procedural information needed to carry out this mission.

Other Duties

Reporting to the Training Manager, the Training Coordinator and LMS Specialist manages training logistics and is involved with the continuing implementation of the Learning Management System (LMS) within the training environment. The Training Coordinator is also responsible for coordinating with the Office of Child Support Services (OCSS) staff, management, and supervisors to manage pre- and post-training processes.

Specific duties include:

- Manage all training logistics, pre- and post-course, for both classroom and VILT trainings
- Operate as liaison and coordinator between CUNY Training Program and OCSS workers
- Assist in maintaining the OCSS training rooms and working with the trainers to prepare the rooms for training sessions
- Utilize CUNY's Learning Management System (LMS) on the Absorb platform to provide support for attendees both before and during webinars
- Attend virtual trainings to provide technical and administrative support; including managing attendees, troubleshooting audiovisual issues, monitoring the chat, running the PowerPoint presentation, taking attendance, etc.
- Support the LMS team in managing the user database, entering data and generating reports as needed and/or requested
- Monitor the LMS mailbox
- Participate in the ongoing LMS team development meetings
- Oversee the inventory of training equipment and materials and coordinate ordering and storage of supplies.
- Perform other functions as requested by the Training Manager or other members of the management team

Qualifications

- Experience in managing training or event logistics
- Familiarity with using Learning Management Systems within a training environment
- A strong knowledge of Microsoft Word and Excel is essential
- Detail-oriented and accurate
- Strong writing abilities to convey detailed and comprehensive information to team and OCSS staff
- Flexibility and ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment
- Knowledge or experience in government operations, human services, and/or child support programs a plus

Additional notes:

The job is full-time, on-site in downtown Manhattan (no remote work), with a full benefits package. Please see the benefits via this link: <https://www.rfcuny.org/rfwebsite/employees/explore-enroll-in-employee-benefits/>.

Vaccination requirement:

This position is funded by a city grant program which mandates that all employees are vaccinated against COVID-19.

The Research Foundation of the City of New York & Diversity

As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.