

Job Title	Program Coordinator
PVN ID	PS-2309-005868
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Feb 07, 2024 (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.

About the Academy for Community Behavioral Health:

The [Academy for Community Behavioral Health](#) (the Academy) at the CUNY School of Professional Studies (CUNY SPS) builds the capacity of NYC nonprofit social service providers to proactively address behavioral health.

Launched in June 2021 with funding from the Mayor's Office of Community Mental Health and Mayor's Office for Economic Opportunity, the Academy currently delivers services in three areas:

1. Free learning programs for community-based organizations, City/State agencies, and others.
2. Piloting community care models that center participatory methods, strengthen community ties, and improve behavioral health care access and outcomes.
3. Custom services for City and State agencies in their roles as funders, program managers, and social service providers.

In its first two years, the Academy has reached more than 6,000 learners from nonprofit organizations across NYC. We have also helped launch two new pilot programs designed to strengthen community care.

Description:

Reporting to the Program Manager, the Program Coordinator will provide technical and administrative support to the Academy team and Academy learners. The ideal candidate will demonstrate strong organization and communication skills, collegiality, close attention to detail, and a commitment to high quality work. Prior experience coordinating complex projects and providing administrative support, especially in adult learning programs, is a plus.

This is a hybrid role currently expected to work 50% at the CUNY School of Professional Studies in midtown Manhattan and 50% remote. This schedule is subject to change.

Other Duties

Duties and Responsibilities:

COURSE DELIVERY AND LEARNER EXPERIENCE

- Monitor the Academy email account; provide clear, timely, and accurate responses, and direct inquiries to the Program Manager or other team members as needed
- Provide technical and logistical support to instructors and learners in virtual and in-person courses:
 - Assist instructors and learners to access Zoom events and use relevant Zoom features
 - Ensure that Zoom settings match course needs and instructor preferences, and maximize learner accessibility
 - Provide real-time support before, during, and after learning events. Troubleshoot live Zoom and/or LMS issues, in collaboration with the LMS Administrator
 - Reserve and prepare space for in-person events; assist with room set-up, materials, welcoming learners, managing attendance, and clean-up, as needed
- Maintain current knowledge of Zoom features. Provide recommendations and create user guides that help the Academy make best use of relevant features
- Research other technology needed to meet Academy goals, where applicable
- Support the course development and recruitment process, such as by:
 - Organizing and/or reviewing course applications from learners
 - Responding to learner inquiries by email or phone, or proactively outreaching learners where needed
 - Taking notes during internal meetings or external events, and producing summary documents
 - Reviewing transcriptions for accuracy
 - Helping the program team maintain complete and well-organized records
- Monitor and verify attendance tracking in Academy courses, as needed

- Take steps to improve the user experience in Academy courses, such as by testing features from the user perspective

PROGRAM ADMINISTRATION

- Submit procurement requests and invoices for course-related costs, such as:
 - Course materials
 - Space reservations
 - Food for in-person learning events
 - Software and technology
 - Payments to participants in co-design activities
- Appropriately track and document procurement requests and invoices
- Provide administrative support to the Program Manager and Academy leadership, including by scheduling and preparing for internal and external meetings
- Other duties, as assigned

Qualifications

MINIMUM REQUIREMENTS

- 2+ years' experience as a program or project coordinator, or related experience
- Ability to prioritize projects, communicate updates and challenges proactively, and produce high quality work on time
- Strong written and verbal communication skills
- Demonstrated computer skills and proficiency with Microsoft Office (Word, Excel, Powerpoint, Outlook)
- Demonstrated proficiency with Zoom, online survey tools, and other web-based tools
- Strong project management skills; highly organized, detail-oriented, and thorough
- Ability to work both independently and collaboratively
- Interest in and commitment to the Academy's mission, values, and services

PREFERRED QUALIFICATIONS

Preferred qualifications include one or more of the following:

- Experience working with adult learning programs, such as:
 - supporting the delivery of courses through a learning management system (LMS)
 - responding to inquiries from learners and/or managing program email accounts
 - providing support to instructors and learners in virtual and in-person learning programs
 - coordinating space reservations and other logistical support
 - helping to test and improve the user experience
- Experience submitting and tracking invoices and procurement requests
- Experience organizing data files
- Bachelor's degree

To apply, please submit a brief cover letter describing your interest and fit for this position, along with a resume and professional references.

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.