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| Job Title | Learning and Development Program Coordinator |
| PVN ID | PS-2508-006949 |
| Category | Clerical/Office Services |
| Location | CUNY SCHOOL OF PROFESSIONAL STUDIES |
| Department | Innovative Learning Solutions (ILS) |
| Status | Full Time |
| Annual Salary | \$55,000.00 - \$65,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Oct 05, 2025 (Or Until Filled) |

General Description

As a leading online school in New York 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 first undergraduate all-transfer college. With 26 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 online offerings, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs ensure that busy working adults may fulfill their educational goals on their own time and schedule. As CUNY SPS moves beyond its' 20th year, we dedicate ourselves to engendering an innovative and transformative student-centered experience.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions (ILS) designs custom workplace learning programs to help organizations achieve their goals. Program 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.

Description:

The CUNY SPS Office of Innovative Learning Solutions (ILS) seeks an experienced detail-oriented learning and development professional to join our department in the role of Learning and Development Program Coordinator. This role will be an integral part of the Energy Training team that manages the design, development, delivery and administration of relevant professional development training on behalf of the Department of Citywide Administrative Services' (DCAS) Division of Energy Management. The Energy Management Institute (EMI) program prepares City facilities personnel to make energy-smart decisions that assist the City of New York in meeting its greenhouse gas (GHG) emissions reduction goals. The program is designed to help facility professionals across City agencies envision a learning path specifically targeted to their professional and personnel development goals.

The Learning and Development Program Coordinator has an integral role in supporting the overall effective operation of the day-to-day management of the EMI program inclusive of marketing, City agency outreach, vendor partner collaboration, course scheduling, program registration, email mailbox management, and sponsor reporting. The Learning and Development Program Coordinator will support the Senior Program Manager, Training Operations throughout the training cycle and the Program Director on invoice management and special projects as needed. The Learning and Development Program Coordinator will also collaborate with the Learning and Development Program Specialists and Learning Management System Administrator to support in-person, remote and hybrid course delivery. The Learning and Development Program Coordinator will also collaborate with the Lead Data Analyst to ensure accurate, timely, and smooth training metrics are documented and reported.

Other Duties

Reporting to the Senior Program Manager, Training Operations the Learning and Development Program Coordinator will manage the administration of the EMI program inclusive of:

- Planning and logistics for courses for building operators, trades personnel, energy managers, and agency energy personnel who work across the five boroughs to include:
 - Collaborating with DCAS to drive enhanced marketing and promotion of energy training courses to City agencies, inclusive of a plan to bring the EMI program to every New York City building.
 - Partnering with Agency Energy Personnel to create outreach materials and course recommendations to meet the needs of their employees.
 - Collaborating with course vendor partners to research new offerings and resources available for program participants.
 - Developing course calendar and schedule of courses to be handed to the LMS Administrator to generate a course catalog.
 - Supporting front line employees, supervisors and managers during participation in courses by providing exceptional customer service and support for accessing the training.
 - Manage inquiries through the department mailbox.
 - Supporting program management of courses.
 - Managing the processing of invoices and tracking expenses for vendors, independent contractors, course materials and supplies.
 - Supporting internal payroll documentation for subject matter expert instructors and learning coaches.
- Handling learner inquiries, support administrative tasks, and coordinate communication between learners, instructors, and administrative staff to ensure compliance with ANSI/IACET standards.
- Supporting the communication of Maintenance of Certification (MOC) opportunities to program alumni.
- Ensuring accurate and high-quality data collection and tracking to support the department's reporting goals.
- Assisting in the development of outreach strategies to recruit new learners and maintain alumni engagement.
- Supporting special projects and/or initiatives.

Please note: This is a hybrid position based both onsite at 119 W. 31st Street, New York, NY, and remote.

Qualifications

Minimum qualifications for the position:

- Bachelor's degree
- At least three (3) years of full-time experience related to program administration support, preferably in higher education or professional learning and development environment.
- Proven administrative abilities that include:
 - Organizational skills, attention to detail, and ability to follow established processes.
 - Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment; that involves complex assignments, managing multiple tasks, and rapidly adapting to changing situations and priorities.
 - Proven track record of providing excellent customer service to all constituents.
 - Working with a program sponsor/stakeholders to provide high-quality products, including marketing materials.
- Proven ability to build and maintain supportive relationships with customers, instructors and/or students.
- Strong written, oral, presentation and communication skills.
 - Intermediate to advanced technology proficiency in Microsoft Office and other data management tools.
 - Experience with meeting and event planning preferred.
- At least one (1) year of working with a Learning Management System (LMS) or Student Information System (SIS) to generate and leverage user data for program marketing and improvement.
- Demonstrated experience using learning administration, data management or other reporting systems.
- Experience working with adult learners preferred.
- Knowledge of government operations and/or energy management initiatives programs, preferred.

The Research Foundation of the City of New York & Diversity:

Diversity is a core value at the Office of Innovative Learning Solutions (ILS) 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.