
Job Title	Program Coordinator
PVN ID	PS-2510-007081
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Office of Innovative Learning Solution
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Dec 23, 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. 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.

CUNY SPS partners with Administration for Children's Services (ACS) Office Training Workforce Development (OTWD) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations includes James Satterwhite Academy (JSA), the ACS Workforce Institute (WI), and the Institute for Leadership Development (ILD). The collective work of all three entities is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice frontline staff as they strengthen and support New York City's families and children. <https://www.nycacstraining.org>.

The ACS Workforce Institute seeks a full-time Program Coordinator to provide operational, administrative, and training delivery support for the program. The Program Coordinator will work with the Learning Operations team reporting to the Sr. Program Manager, Learning Administration, and must be able to travel to locations

within the five boroughs. This role will serve as a point of contact for the Learning Operations team across in-person and virtual training spaces. The Program Coordinator may interact with staff at different levels, vendors, and stakeholders; and must maintain professionalism and a customer-focused attitude.

Other Duties

- Collaborate with ACS and CUNY colleagues to achieve the successful delivery of in-person and virtual trainings
- Provide direct support with setup and facility needs for facilitators, technical support staff, and learners
- Prepare and update training attendance rosters for use by facilitators during training, and for training closeout in the learning management system
- Act as point person for training site needs including material and supply inventories, training space and technology checks, external team usage support, and other operational items as needed
- Create reports for operational use such as training attendance and site visit summaries
- Liaise with other teams and stakeholders on multiple platforms, including a shared mailbox, for operation communications
- Support with coordinating maintenance and facilities needs of training spaces with stakeholders
- Serve as backup in the absence of team members to meet the operational needs of the team
- Perform other duties as assigned

Qualifications

- Associate degree;. Bachelor's degree preferred
- At least three (3) years of full-time experience in similar work
- Ability to work independently and collaboratively in a fast-paced and changing environment with multiple priorities that need to be effectively managed
- Strong problem-solving abilities to independently resolve routine and complex issues
- Strong organizational skills and attention to details
- Strong written and verbal communication skills and experience working with various teams and stakeholders
- Demonstrated experience using data management systems; experience with data entry and generating reports; comfort using and troubleshooting new technology
- Proficiency in MS Office 365 or similar productivity tools
- Must be able to travel to all training sites across all 5 boroughs
- Must be able to lift up to 35 lbs without assistance

Preferred Skills

- Cornerstone Learning Management System experience or other LMS experience is a plus
- Familiarity with audio/visual systems

Please note: Candidates must be authorized to work in the United States. Sponsorship is not available for this position

To apply, please submit a cover letter and resume

Location: Hybrid 110 William Street, New York, NY 10038