



Job Title	Program Manager, CUNY Adult Literacy Programs
PVN ID	VA-2403-006208
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Office of Academic Affairs
Status	Full Time
Annual Salary	\$78,000.00 - \$85,000.00
Hour(s) a Week	35
Closing Date	Jul 03, 2024 (Or Until Filled)

General Description

CUNY's Adult Literacy Programs support the city's adult and out-of-school youth achieve their goals to develop their English language proficiency, to read, write and do math with greater facility, and to prepare for high school credentialing through the High School Equivalency exam. The program is offered at 14 CUNY campuses throughout the city. The Program Manager works closely with the University Director of Language & Literacy Programs to administer and oversee the University's Adult Literacy Programs (ALP).

The Program Manager will support the University Director in the mandatory collection and submission of program data, analysis of data to ensure program effectiveness, oversight of program activities, and management of a large and complex budget, in the facilitation of a successful program for adult literacy students at the University. They will help the University Director prepare and coordinate proposals for program funding, interface with campus directors, and develop program outreach efforts and new initiatives. The main worksite is the CUNY Central Office, and the Program Manager will be required to travel to various CUNY campus sites if needed.

Other Duties

- Assist University Director in daily administration of the University's Adult Literacy Programs.
- Serve as a primary system administrator of the ASISTS Data System (Adult Student Information System and Technical Support) for the CUNY Consortium Adult Literacy programs and ensure that all teams are prepared for reporting deadlines and funder data monitoring.
- Support adult literacy data teams across the CUNY Consortium (14 colleges) to ensure consistency and quality of data input, troubleshoot data issues as needed, and monitor completion of mandatory ASISTS training for all campus program data staff
- Provide technical support for the non-Consortium adult education grant projects that use the ASISTS data system: Adult Literacy Education (ALE), Integrated English Language and Civics Education (IELCE), Corrections, and Literacy Zones.

- Generate ongoing and ad-hoc reports of program Key Performance Indicators (KPIs) independently and in collaboration with campus programs to assess outcomes, and impact; with the ultimate goal of measuring program effectiveness.
- Assist the University Director and professional development team in setting monthly meeting agendas and planning of annual events for the various Adult Literacy programs.
- Provide technical support and troubleshooting with the goal of helping campus data teams become confident in their ability to work with their data effectively and independently.
- Meet regularly with campus program and data teams in order to identify and address issues so that reporting deadlines are met.
- Ability to travel to CUNY colleges and other local meetings as needed.
- Support special projects and other duties as assigned.

Qualifications

- Bachelor's Degree required, Masters Degree preferred.
- Six years experience working in the adult literacy field, program management or managing adult education programs preferred.
- Demonstrated experience working with the ASISTS database and the National Reporting System (NRS).
- Demonstrated experience using data analysis tools to analyze and assess trends, as well as the ability to translate findings into clear and accessible recommendations for process improvement.
- Proficiency in using Microsoft Office or Microsoft Office 365 (Word, Excel, Teams, and PowerPoint) including presenting data and report documents from these programs.
- Proficiency using and facilitating meetings using online collaboration tools (i.e., Zoom, Teams, Google Meet, etc.).
- Strong analytical and strategic thinking skills, with a solution-oriented mindset, the ability to anticipate, communicate, and remediate issues.
- Good interpersonal, oral communication, written and public relations skills, as well as organizational and analytic expertise.
- Ability to multitask large complex projects.
- Program budgeting and fiscal management experience a plus.