



| | |
|-----------------------|-------------------------------------|
| Job Title | Program Manager |
| PVN ID | PS-1602-000991 |
| Category | Research |
| Location | CUNY SCHOOL OF PROFESSIONAL STUDIES |
| Department | CUNY School of Professional Studies |
| Status | Full Time |
| Annual Salary | \$60,000.00 - \$70,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Jun 27, 2016 (Or Until Filled) |

General Description

The School of Professional Studies of the City University of New York (CUNY SPS) has launched eighteen degrees: ten bachelor's degrees open to students with 24 or more college credits who wish to complete their undergraduate studies, and eight master's degrees, with more programs currently in development. CUNY SPS leads the University in developing and operating online degree programs, and trains faculty throughout CUNY in online instruction. CUNY SPS is also the home of the Joseph S. Murphy Institute for Worker Education and Labor Studies, which offers higher education programs for working adults and union members, and serves as a nationally-recognized center for scholarship and resources for labor, academic, and community leaders seeking a deeper understanding of labor and urban issues.

CUNY SPS seeks an experienced detail-oriented learning and development professional to join our contract training team in the role of Program Manager. This role will be an integral part of the Energy Management Institute (EMI) which manages the Department of Administrative Services' energy management portfolio of learning programs; which is designed to help facility professionals across city agencies envision a learning path specifically targeted to their professional and personnel development goals.

The Program Manager will be responsible for managing the design, development, delivery and administration of relevant learning programs that prepare city facilities personnel to make energy-smart decisions; assisting the City of New York to meet its greenhouse gas (GHG) emissions reduction goals. The new hire will join a team of CUNY SPS colleagues, and work on site at the CUNY School of Professional Studies in mid-Manhattan.

Reporting to the Program Director for the Energy Management Portfolio, the Program Manager will:

- Manage stakeholder relationships, including clients and partner organizations to ensure learning programs align to agency objectives.
- Support the design and development of new training initiatives targeted to specific audiences.
- Coordinate marketing, logistics and enrollment management for a series of certification prep courses, a blended learning certification program (involving ILT, synchronous and asynchronous online delivery), and Maintenance of Certification courses designed for trainees who have already earned a nationally

recognized credential.

Hours: 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

Salary: Commensurate with qualifications and experience. (\$60,000 - \$70,000)

Other Duties

Duties and Responsibilities:

- Lead and manage special projects that support energy savings initiatives and enhancements to the EMI programs.
- Supervise, evaluate and coach SME instructors.
- Support the Learning Management System (Hughes Systems LLC).
- Support an action learning methodology intended to define process improvement and best practice solutions to critical problems /emerging opportunities.
- Manage special projects as required.

Qualifications

Minimum requirements for the position:

- Bachelor's degree. Masters-level study in instructional systems design and/or training delivery for adult learners preferred.
- 5-8 years' experience designing, developing and implementing training for adult learners.
- 5-8 years' experience delivering virtual training for adult learners (synchronous and/or asynchronous) using WebEx Training Center preferred.
- Experience supervising and evaluating SME trainers, for both ILT delivery and online.
- Experience managing stakeholder relationships, including clients and partner organizations.
- Experience with content authoring software such as Captivate and Articulate preferred.
- Experience with Learning Management Systems, including developing learner profiles, loading assets, assignment course materials to cohorts, and providing "helpdesk" support to instructors and learners preferred.
- Experience coordinating credentialing activities with national certifying bodies preferred.
- Industry certifications in instructional design or training facilitation preferred.
- Organizational skills, attention to detail, and ability to follow established processes.
- Ability to communicate effectively, both orally and in writing.
- Excellent customer service skills.
- Ability to work independently and collaboratively.
- Strong computer skills required, MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project, and Visio).

