
Job Title	Program Director, ACS On-Boarding Design Initiative
PVN ID	PS-1706-001904
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$95,000.00 - \$115,000.00
Hour(s) a Week	35
Closing Date	Sep 14, 2017 (Or Until Filled)

General Description

About the CUNY School of Professional Studies

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

CUNY SPS is recruiting candidates for a new Program Director position which will oversee the re-design, re-development and piloting of a set of on-boarding programs. The existing learning programs prepare internal front-line employee new hires, supervisors who have recently been promoted from front-line roles, and external front-line employee new hires, respectively. The on-boarding programs have been in place for several years, however changes in policy as well as agency procedures necessitates a fresh look at the content and format of these programs which are critical to employee success.

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

Other Duties

Reporting to the Director of Workplace Learning, the Program Director will:

- Collaborate with senior ACS staff, instructional designers, curriculum developers, subject matter experts and other stakeholders to conduct a review of the existing on-boarding program materials, define changes and enhancements to be implemented in new programs, develop a project plan for the redesign and development of the programs, and execute on the plan.

- Collaborate with agency colleagues and related stakeholders to identify relevant onboarding program and employee performance data, lead a process to effectively analyze that data as well as a process to determine how the data and analysis should inform the redesign of the programs.
- Collaborate with agency colleagues to integrate new or newly updated policies and procedures effectively into the redesigned onboarding programs.
- Recruit, hire, on-board and manage a team of Instructional Design and Project Management personnel and support staff.
- Vet, engage and manage external resources to support the design and development of materials, as needed.
- Collaborate with a range of consultants and Subject Matter Experts to design engaging employee experiences, including traditional classroom sessions, synchronous and asynchronous virtual sessions, peer-to-peer sessions, communities of practice, simulations and game-based learning,
- Collaborate with a team of internal evaluation personnel to define the metrics that will measure the effectiveness of the initiatives when fully rolled out.
- Manage the piloting of the initiatives.
- Oversee post-pilot edits to the classroom presentations and other assets, and the publishing of final materials.
- Use effective project management tools and techniques to manage scope, schedule, and budget.

Qualifications

Minimum requirements for the position:

- Bachelor's degree required; Master's degree in social work, education, adult learning, public administration, public policy, management or related field preferred.
- 8+ years of experience in designing, developing, delivering, and/or managing learning and professional development programs; onboarding program-related development and management preferred.
- Demonstrated experience in using project management tools and techniques to manage scope, schedule, budget, and quality to required specifications.
- Demonstrated experience designing and developing on-boarding programs which generate meaningful engagement to organizational mission and values.
- Demonstrated experience supervising and managing productive, collaborative teams.
- Demonstrated experience defining, collecting, analyzing and reporting evaluation measurements.
- Demonstrated experience managing stakeholder relationships, including clients and partner organizations.

- Superior oral and written communication skills.
- Proven ability to carry out complex assignments and adapt to changing situations and priorities.
- Proven ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment.

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