Project Associate, Training And Technical Assistance

New York Early Childhood Professional Development Institute

Brooklyn, NY

Other

Posted on December 10, 2021

Job Description

The Institute is working with a team of City agencies to support the adoption of a new online attendance tracking system for child care programs and providers. The Institute is training approximately 8,000 programs and providers who serve children with ACS child care vouchers on the new system with a self-guided training and virtual face-to-face webinars. In addition, the Institute is providing technical assistance on how to use the new tracking system. We are looking for a full-time Project Associate to work with Institute staff and a project team to track training delivery, provide technical assistance to users of the system, and work with the Project Coordinator to facilitate the Institute's deliverables and timeline. This position will report to the Project Coordinator.

Responsibilities

Project Support - Training

- Support implementation and tracking of virtual training in web-based attendance reporting system to early childhood programs and home-based child care providers

- Support trainers during virtual face-to-face training sessions

- Assist in the collection of data about training

- Assist in providing assistance on accessing and completing training

- Assist in production of periodic statistical reports

Project Support – Technical Assistance and Communications

- Provide direct technical assistance to childcare programs, providers, and stakeholders

- Share provider and program feedback from technical assistance to project leadership team

- Plan, draft, and schedule regular communications to child care providers, programs, and other relevant parties based on feedback from project stakeholders

Other Duties

- Participate in project planning and management meetings as required.
- Perform special projects and other duties as assigned

Qualifications

CORE COMPETENCIES/QUALIFICATIONS

Minimum Qualifications

- Bachelor's degree in business administration, social work/case management, human resources, or other related field
- 3+ years data, event, and/or project management experience
- Experience with data tracking and reporting using Excel and/or other project management tools
- Strong organization and project management skills
- Excellent communication skills
- Ability to work independently and collaboratively in a fast-paced, dynamic work environment and adapt to changing situations and priorities
- Some evening and weekend availability may be required

Preferred Qualifications

- Bilingual Spanish/English
- Customer service experience, experience with customer service ticketing software (Zendesk)
- Drafting and managing communications, experience with Mailchimp or other mass communication software tools

Physical Requirements

- Due to the COVID-19 pandemic, this position currently is a remote (work-from-home) position. Laptop will be provided to support working remotely. This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phone, photocopiers, filing cabinets and other presentation materials. Reasonable accommodations will be made for

employees with disabilities or other needs per RFCUNY policies.

- While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 20 pounds), bending, reaching, sitting for prolonged periods of time.

Application Instructions

Please click on the below link to apply. Provide a resume and cover letter specifying your qualifications, experience, and interest relevant to this position.

Additional Information

EEO Info

We are committed to enhancing our diverse academic community by actively encouraging people of any race, color, religion, gender, gender identity or expressions, sexual orientation, national origin, genetic information, disability, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer.