

## Job Description

**Job Title:** Academic Strategy & Operations Director, Exec VC & Univ Provost Office - CUNY LIMITED SEARCH  
**Job ID:** 21155  
**Location:** Central Office  
**Full/Part Time:** Full-Time  
**Regular/Temporary:** Regular

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### POSITION DETAILS

**\*\*OPEN TO CURRENT CUNY EMPLOYEES ONLY\*\***

The Office of the Executive Vice Chancellor and University Provost oversees all academic policies governing the University's 25 institutions, more than 1,400 academic programs, 200 majors leading to associate and baccalaureate degrees, and 800 graduate degree programs. In a single integrated system, the Office is responsible for the strategic leadership, development and implementation of University-wide initiatives aimed at raising academic quality, improving student success, and providing New Yorkers with equal access to quality education. To better align academic operations with CUNY's mission and strategic priorities, and operationalize the new Executive Vice Chancellor and University Provost's vision of a cohesive and engaged Office of Academic Affairs, an Academic Strategy and Operations Director is sought to provide strategic administrative expertise in evidence-based planning for process improvements of the academic affairs, student affairs, and enrollment management areas.

Reporting to the Chief of Staff to the Executive Vice Chancellor and University Provost/Assistant Vice Chancellor for Academic Strategy and Operations, the Academic Strategy and Operations Director will lead various OAA projects and signature initiatives focused on operational effectiveness and administrative efficiencies for current and new areas under the Executive Vice Chancellor and University Provost. They will participate in the evaluation and reorganization of administrative units, and develop and implement comprehensive project plans addressing critical inter-related priorities for academic affairs, student affairs, and enrollment management functional areas. The Academic Strategy and Operations Director will research and analyze policies, processes, systems and strategies; maintain comprehensive policy and procedure documentation; help refine standard administrative policies and procedures; implement consistent reporting processes across all units; and guide and support administrators on policy and procedure developments, workflows and deliverables. Serving as an OAA ambassador on cross-functional committees, taskforces and teams, they will manage Central Administration and University-wide initiatives and projects from initial concept definition through successful change management, and final implementation, and ensure overall objectives are met.

The Academic Strategy and Operations Director will also facilitate effective communication and problem-solving activities to improve business practices across the division. They will define operational issues, assess current state root causes, design and test solutions, identify and remove procedural and operational roadblocks, and implement integrated best practices solutions leading to

desired results. In collaboration with senior OAA leadership, they will: define project scope, identify roles, clarify objectives, set performance expectations, uphold accountabilities, allocate resources efficiently, facilitate change management activities and communications, manage inter-dependencies, perform quality checks and integration analyses, create executive reports and summaries, escalate critical unresolved decisions, and report milestones.

## **QUALIFICATIONS**

### **MINIMUM**

Bachelor's degree and eight years' related experience required.

### **PREFERRED**

- Advanced degree in higher education administration, educational leadership, an academic discipline, or related field.
- Eight years' related experience in academic affairs or student affairs administration and operations.
- Demonstrated success leading, implementing or delivering large-scale cross-functional projects or initiatives for public or higher education institutions.
- Demonstrated understanding of contemporary strategic planning best practices and full life cycle project management and implementation a plus; PMP, CCMP, Agile, or Lean Six Sigma certification desirable.
- Strong research, writing, and analytical skills with proven ability to understand complex business processes, and recommend and implement viable solutions.
- Detail oriented with strong organizational and project management skills to devise and execute work plans, prioritize work, adjust to changing priorities, manage multiple projects/deliverables and meet deadlines.
- Pro-active, flexible and collaborative work style with strong interpersonal communication, presentation, negotiation, and group facilitation skills to build rapport and work effectively with diverse internal and external constituents.
- Professional integrity and credibility to work on sensitive assignments, exercise sound judgement, with ability to thrive in a demanding, multi-faceted, and time-sensitive office.
- Computer proficiency using academic, administrative, and financial systems, databases, and programs, plus Microsoft Office Suite including MS Project.
- Flexibility to work some evening hours and occasional weekends.

## **CUNY TITLE OVERVIEW**

Leads initiatives to develop and implement improvements to management and administrative practices and systems.

- Serves as a consultant to management in investigating current situations and in identifying the scope of the problem and potential solutions
- Conducts studies and reviews to design organizational or systems improvements, developing appropriate measurements and goals
- Serves as a change management leader in implementing major organizational or systems improvements; develops and executes implementation plans, reporting results and issues to management
- Develops and implements training, communications, ongoing task forces and teams, and other support to maintain and build on results
- Performs related duties as assigned.

**CUNY TITLE**

Higher Education Officer

**FLSA**

Exempt

**COMPENSATION AND BENEFITS**

Salary commensurate with education and experience.

CUNY's benefits contribute significantly to total compensation, supporting health and wellness, financial well-being, and professional development. We offer a range of health plans, competitive retirement/pension benefits and savings plans, tuition waivers for CUNY graduate study and generous paid time off. Our staff also benefits from the extensive academic, arts, and athletic programs on our campuses and the opportunity to participate in a lively, diverse academic community in one of the greatest cities in the world.

**HOW TO APPLY**

Current CUNY employees must apply through CUNYfirst Employee Self Service. Cut and paste the following internal posting link to your internet browser to access the posting after you login to CUNYfirst using your employee credentials.

[https://hrsa.cunyfirst.cuny.edu/psc/cnyhcprd/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_EMP.HRS\\_CE.GBL?Page=HRS\\_CE\\_JOB\\_DTL&Action=A&JobOpeningId=21155&SiteId=1&PostingSeq=1](https://hrsa.cunyfirst.cuny.edu/psc/cnyhcprd/EMPLOYEE/HRMS/c/HRS_HRAM_EMP.HRS_CE.GBL?Page=HRS_CE_JOB_DTL&Action=A&JobOpeningId=21155&SiteId=1&PostingSeq=1)

For full consideration, submit a cover letter and resume addressing how your experience and credentials fulfill the responsibilities and qualifications outlined.

**Alternate Steps:**

After you login to CUNYfirst, navigate to Job Opening ID#21155 by following the path from the Main Menu: Self Service → Recruiting Activities → Careers → Managerial and Professional

**CLOSING DATE**

Internal CUNY employees should apply by October 15, 2019.

**JOB SEARCH CATEGORY**

CUNY Job Posting: Managerial/Professional

**EQUAL EMPLOYMENT OPPORTUNITY**

CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.

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