



JOB POSTING FORM

Facility/Organization: CUNY School of Professional Studies

Position/Title: Academic Program Manager/Health Information Management Department

Work Setting/Organization Type: University

Job ID: 30124

Location(s): New York, NY

Job Type: Full-Time

Shift: Day

Education Requirements: Bachelor's Degree

Required & Preferred Credentials: 6 years' experience

Position Details:

As a leading online school in New York since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most online bachelor's and master's degree options at the City University of New York, and serves as the University's first undergraduate all-transfer college. With 26 degrees and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers. Consistently ranked highly by U.S. News & World Report for its online offerings, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs ensure that busy working adults may fulfill their educational goals on their own time and schedule. As CUNY SPS moves beyond its 20th year, we dedicate ourselves to engendering an innovative and transformative student-centered experience.

The Health Information Management (HIM) department is a growing and student-centered unit offering both undergraduate and graduate degree programs that lead to high-demand roles in healthcare leadership, health informatics, and project management. Our curriculum blends technical training with professional skill development to prepare students for RHIA certification and career advancement. We are seeking a detail-oriented and collaborative program manager to support our operations, enhance the student experience, and contribute to the continued success and strategic growth of the department.

In addition to the CUNY Title Overview, the Academic Program Manager will:

- Manages course scheduling across all HIM programs using data from admissions, DegreeWorks, and EAB Navigate to anticipate enrollment trends and student needs.
- Oversees key administrative functions, including student registration support, instructional appointments, and workload reporting.

- Advises students on academic planning, course selection, timely registration, and graduation progress, and provides guidance on waivers and appeals.
- Monitors student performance, participates in academic review each semester, and supports students on academic probation.
- Reviews HIM applications, makes admissions decisions, and evaluates transfer credits for major requirements.
- Serves as the department's subject matter expert for academic advisement and prospective student outreach.
- Facilitates orientation and experiential learning placements for graduate students.
- Oversees program assessment and reporting, and manages departmental data tracking and analysis. Collaborates with Events, Marketing, and Admissions teams on recruitment activities and represents the program at outreach events; conducts follow-up with attendees.
- Maintains program records, syllabi, and faculty resources; manages grade appeals process.
- May supervise an Academic Program Coordinator.
- Monitor feeder school catalogs for curricular changes and maintain up-to-date transfer equivalencies
- Organizes and manages logistics for the RHIA prep session each semester, including registration, materials, and payment.

NOTE:

Until further notice, work will be performed in a hybrid manner with 70% onsite presence.

Candidates must be legally authorized to work in the United States on a full-time basis.

QUALIFICATIONS

- Bachelor's Degree and six years' relevant experience required.
- The preferred candidate will have:
- An advanced degree in a related field;
- Proven experience managing academic programs at the college level;
- Student advisement or mentoring experience;
- Understanding of online education and learning management systems;
- Experience with online teaching and learning, including developing online courses;
- Ability to work independently and take initiative in directing own work, as well as to work efficiently with others in a fast-paced environment;
- Proficiency in Microsoft Office Suite
- Familiarity with systems/tools: CUNYfirst (Peoplesoft), Degreeworks (Ellucian), Coursedog, and CRM software;
- Excellent verbal and written communication skills.

CUNY TITLE OVERVIEW

- Manages curriculum development and operations of a College's specialized academic program under the direction of a senior administrator.
- Implements and monitors a comprehensive academic program development plan; makes recommendations to improve department policies and procedures
- Assists Director with outcome assessment and strategic planning to further develop program offerings
- Prepares analytical and statistical reports for management
- Serves as resource expert regarding program policies and procedures
- May manage professional and/or clerical staff
- May act on behalf of Director in his/her absence

- Performs related duties as assigned.

Job Title Name: Academic Program Manager

CUNY TITLE: Higher Education Associate

FLSA: Exempt

COMPENSATION AND BENEFITS

Salary commensurate with education and experience from \$82,928 - \$86,645.

CUNY is in the process of implementing salary schedule increases. Once implemented, salaries of eligible employees will be adjusted by 6.09% with additional increases of 3/25% effective 9/1/2025 and 3.5% effective 9/1/2026, in accordance with the terms of the PSC-CUNY collective bargaining agreement.

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

From our job posting system (<http://www.cuny.edu>), select "Apply Now", create or log in to a user account, and provide the requested information. If you are viewing this posting from outside our system, access the employment page on our web site and search for this vacancy using Job ID# 30124 or Title.

- Applicants must attach a resume and cover letter.
- Candidates must be legally authorized to work in the United States on a full-time basis.

Closing Date: May 14, 2025

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.