



## 2024-2025 Community Service Center Program Manager

**Priority will be given to applicants who submit their materials by  
Wednesday, May 3rd.**

### **Overview:**

The Program Managers (PMs) are essential and dynamic members of the Community Service Center (CSC) team. Under the guidance of CSC Senior Staff (professional staff, senior program managers, graduate interns), PMs will plan and implement high-impact service, education, and reflection experiences that embody the mission of the CSC, Boston University Dean of Students, Boston University and our surrounding communities

### **Position Responsibilities:**

- Develop and implement the mission and objectives of an assigned program and/or initiative
- Collaborate with fellow program managers to plan community engagement events and other educational opportunities
- Support Center-wide initiatives including FYSOP, education events, fundraisers, days of service, gift drives, etc.
- Represent the Community Service Center at events and programs hosted by other BU departments
- Support volunteer recruitment efforts at Orientation, Splash, Open Houses, etc.
- Manage day-to-day operations of the CSC office including but not limited to answering phones, monitoring emails, organizing office space, and completing volunteer background checks
- Complete other tasks as assigned by CSC Senior Staff and/or the Dean of Students office
- Volunteer for at least 1 food run per week for the Student Food Rescue program (Summer only)

### **Qualifications:**

- Full time, returning student for the entire duration of the 2024-2025 academic year;
- Students with work study awards for the summer 2024 and academic year 2024-2025 are preferred;
- Good academic, financial, residential, and judicial standing with the university;
- Passion for service, civic engagement, and social justice;
- Demonstrate strong communication, organization, problem solving, proactiveness, humility, nimbleness, and self-awareness;
- Developing skills in communication, organization, problem solving, self-starting, humility, nimbleness, and self-care;
- Familiarity with Eventbrite, WordPress, MS Office, Google Workspace applications, social media, and video conferencing platforms is preferred;
- No past experience with CSC programs is necessary to serve as a Program Manager.

### **Position Responsibilities:**

#### **Overview**

- Develop and implement the mission and objectives of an assigned initiative for the CSC at large.
- Collaborate with other Program Managers to plan community engagement opportunities.
- Foster and maintain strong partnerships with organizations that provide volunteer and education opportunities for students. Address needs and concerns of partners with respect to volunteer needs, training, and performance.
- Support other Program Managers in the successful implementation of their events, programs, and initiatives.

- Be a strong voice for Boston University and neighboring Greater Boston communities.
- Demonstrate positive citizenship on behalf of the CSC and BU communities.
- Actively engage in student leadership programming facilitated by CSC Senior Staff.
- Complete other tasks as assigned by CSC Senior Staff and/or the Dean of Students office.

### Summer

- Actively engage with community partners intended for academic year service opportunities.
- Actively assist with recruitment efforts for First-Year Student Outreach Project (FYSOP) and September. Collaborate with FYSOP team on opportunities to connect FYSOP and academic year programs.
- Support Boston University Orientation programs for incoming students.
- Support First-Year Student Outreach Project planning and partnerships as part of the greater CSC mission.
- Food runs as a part of Student Food Rescue (minimum 1-2 run(s)/week)
- Plan team building activities for CSC staff.
- Develop orientation, education, and reflection materials for program participants.
- Manage day-to-day operations of the CSC office, but not limited to: answering phones, organizing office spaces, and completing volunteer background checks.

### Academic Year

- Implement community service, leadership, orientation, education, and reflection programs.
- Support Center-wide initiatives (i.e. Splash), including events, fundraisers, days of service, drives, etc.
- Engage in professional development activities.
- Recognize volunteers, partners, and friends of the Center through programs, thank you cards, and other means.
- Advocate for CSC programs and community engagement at BU. (i.e. HTC, LGBTQIA+)
- Manage day-to-day operations of the CSC office

### Program Managers must be available for the following commitments:

- Weekly office hours
- Weekly advising meetings with Director, Assistant Director, and/or Graduate Assistants
- CSC leadership retreat (Date TBD)
- Recruitment opportunities including Orientation events, Splash and Open Houses

### Appointment:

- The positions run May 2024 through May 2025, unless a different start or end date is negotiated
- Program Managers must work 20+ hours per week during the summer to receive summer housing.
- Program Managers may work up to 20 hours per week during the academic year. The rate of pay will be \$15.00/hr

### May 20-August 26, 2024:

- Summer Housing is provided as part of your role, tentatively. If you currently live off campus, and do not plan to live on campus this summer, or in the fall, we need it in writing.
- Housing for the summer will end August 10, 2024 unless you have a FALL Charles River Campus assignment; you will move out of the summer housing and into it on August 26. If you do not have a fall housing assignment, you will need to have a contingency plan if you need to move out of university housing before your lease starts.
- In specific circumstances, Program Managers may be released from part or all of the summer employment obligation, including for jobs, coursework, or internships. Please explain these circumstances in your application and interview. Opportunities to work remotely may be available.
- From August 26-30, Program Managers may elect to take time away from their program responsibilities to work as a FYSOP Staff Leader.
- **Students may not work more than a total of 40 hours per week in total for all on-campus work positions. However, if students are taking classes then they may not work more than 20 hours per week in total for all on-campus positions**

**Application Instructions:**

- Complete the [Program Manager Application](#) through Qualtrics
- Upload Resume/CV
- Provide 3 references (Name, Department, Contact Information)
- Apply for a Summer work study award (if applicable)

**Available Positions**

**\*\*All titles, descriptions, and availability are subject to change. Students may list and rank preferred positions, but all candidates will be considered for all positions. Preference for those with work study awards\*\***

**First-Year Student Outreach Project (FYSOP)** - Build and shape the First-Year Student Outreach Project, which welcomes Boston University's incoming freshman and transfer students to campus early for community engagement, service, and education before formal classes begin. Manage the recruitment, training, and onboarding of FYSOP staff leaders. Plan and execute key program logistics including food, transportation, volunteer registration, and scholarships. This is a 35-40 hour a week commitment during the summer. (2-6 Positions, Summer Start)

**Alternative Service Breaks (ASB)** - Organize and oversee the delivery and logistics of ~5 service trips that take place over spring break. Program Managers will recruit, select, train and supervise a team of student coordinators and program chairs, who will assist with various logistical elements of the program. This is a 20 hour a week commitment during the academic year. (~2 Positions, Summer Start)

**Community Engagement** - Collaborate with CSC professional staff and community partners to identify and publicize service opportunities throughout Greater Boston that are open to the BU community. Foster new and existing relationships with on-campus departments, organizations, and expand awareness of CSC programs and initiatives. Plan unique opportunities for the university community to give back to the surrounding community in ways such as: gift and can drives, etc. Lead Center-wide volunteer recruitment efforts, including SPLASH, Open Houses, and Admissions events and panels. This is a 10-15 hour commitment during the academic year. ( 2-6 Positions, Summer or Fall Start)

**Student Food Rescue** - Organize a comprehensive food justice program for the Boston University community, including the signature food salvage program (collecting food from restaurants, bakeries, and grocery stores, delivering the food to shelters, meal programs, and food pantries), coordinating volunteer opportunities with hunger and food justice-related organizations, and planning education and reflection events on campus. This position requires weekend on-call responsibilities. This is a 20 hour a week commitment during the academic year. (~2 Positions, Summer Start)

**Days of Service** - Manage one-time volunteer initiatives and events, including Fall Days of Service and Global Days of Service. Maintain an online repository of community-organized events and service opportunities (city events and meetings, festivals, etc.). Manage communication from community-based organizations and share relevant opportunities with fellow team members. Oversee volunteer recruitment for all one-time service projects. This is a 10-15 hour commitment during the academic year. (~2 Positions, Summer Start)