



First-Year Student Outreach Project (FYSOP) Program Manager Application

FYSOP welcomes first-year and transfer students to Boston University and the Greater Boston area before the fall semester begins. FYSOP engages new student volunteers and returning student staff leaders through civic education, community engagement, and critical reflection programming.

Overview:

The Program Manager (PM) is responsible for planning, organizing, and implementing the First-Year Student Outreach Project (FYSOP) at the Boston University Community Service Center (CSC) with the support of the director, assistant director, intern, and other program managers. The FYSOP PM will be accountable for the recruitment, selection, and training of FYSOP coordinators and staff, recruitment of first-year student participants, all deliverables of the program, and related responsibilities as a member of the CSC leadership team.

Appointment:

The FYSOP program manager position is open to full-time undergraduate students in their junior or senior year at Boston University. **FYSOP Program Managers may be graduating seniors OR continuing students.** Please carefully read page 2 of this application for detailed information about position responsibilities and compensation. The program manager appointment will formally begin and end on dates agreed to by the program manager and CSC senior staff. The start date will be between Wednesday, January 3, 2018 and Friday, January 12, 2018. The end date will be between September 7, 2018 and September 28, 2018. **Program managers continuing as undergraduate or graduate students at Boston University during the 2018-2019 academic year may be eligible to extend their appointment through December 2018.**

Candidate Qualifications:

Strong candidates will excel in the following skills:

- Communication and observation
- Organization and planning
- Working as a member of and leading a team
- Problem solving, troubleshooting, and crisis management
- Delegation of and holding staff accountable for responsibilities, tasks, and deadlines
- Active listening, advising, and mentoring
- Self-care and reflection

Additional qualifications include:

- Vision for the evolution and strengthening of the FYSOP experience.
- Passion for the community development mission and goals of the CSC and FYSOP.
- Interest in leadership within higher education, social justice, and/or nonprofit organizations.
- Familiarity with Eventbrite, Wordpress, MS Office, Google Docs, and social, visual, and streaming media platforms.

Completed applications and all supporting materials are due, by 5 p.m., Friday, November 17, 2017 to Zach Hobbs, CSC Director, via email. See page 3 for application form and instructions.

First-Year Student Outreach Project (FYSOP) Program Manager Commitment

Spring 2018 (January-Commencement)

- Develop mission and education, service, and reflection visions for the FYSOP 2018 experience.
- Coordinate the recruitment and selection of FYSOP coordinator team.
- Plan and facilitate the FYSOP coordinator trainings.
- Collaborate with Office of Orientation to organize and implement Spring Training for CSC, Orientation, Dean of Students, Sustainability, and Howard Thurman Center for Common Ground summer leadership staff,
- Oversee the selection of FYSOP staff leaders with FYSOP coordinator team.
- Begin contacting FYSOP community partners and speakers and developing materials for summer and FYSOP.
- **Attend:** CSC program manager retreat (Saturday, January 13), Winter “FYSOP” experience (January 14-17), 10 office hours/week, weekly meetings with CSC director and assistant director, monthly CSC program manager meetings (Fridays 1/26, 2/23, 3/30, 5/4), summer leadership overnight staff retreat (Friday-Saturday, March 23-24) and FYSOP coordinator training (Sunday, March 25), summer leadership communication and Common Ground training (Sunday, April 22), FYSOP staff hiring day (Saturday, April 21).
- **Compensation:** \$12/hour for up to 20 hours/week (includes office hours, planning time, hiring, and training.)

Summer 2018 (Commencement-FYSOP)

- Manage the development of all FYSOP 2018 programming, including FYSOP staff training.
- Supervise FYSOP coordinators as individuals and program facilitators.
- Hold FYSOP coordinators accountable for deliverables (community partners, presenters and performers, etc...)
- Set and oversee planning and project deadlines throughout the summer.
- Supervise CSC operations in absence of director, assistant director, and graduate intern.
- Oversee, coordinate, and troubleshoot all programming occurring during staff training and FYSOP.
- **Attend:** Summer leadership training (Monday, May 21-Friday, June 1), weekly meetings with CSC director and assistant director, weekly meetings with coordinator team, University Orientation programming (as required during office hours and Thursday evenings during orientation sessions), FYSOP staff leader training (August 21-26), FYSOP 2017 program (August 27-31), FYSOP leadership reflection (September 1).
- **Compensation:** \$15/hour for up to 40 hours/week, on-campus housing from May 21-August 27, and 5 unpaid vacation days to be used during June or July.

Fall 2018 (FYSOP-End of Appointment)

- Assist FYSOP coordinators in organizing and facilitating follow up activities, including a post-FYSOP event.
- Ensure the completion of all final deliverables (including PM binder, coordinator binders, evaluation processing, thank you notes, receipts and expense reporting).
- Assist 2018-2019 CSC staff in school opening tasks (including office operations, PM training, volunteer recruitment, CORI form processing, volunteer van training).
- Assist CSC director in developing a service opportunity for students participating in 2019 Winter Orientation.
- Collaborate with Office of Orientation to organize and implement Summer 2019 staff recruitment.
- Support CSC director and assistant director in recruitment of FYSOP 2019 program managers.
- **Attend:** CSC program manager retreat (TBD), school opening events (CSC Information Fair, Splash!, Sustainability Fair) as needed, weekly office hours, weekly meetings with CSC director and assistant director, monthly CSC program manager meetings (TBD).
- **Compensation:** \$15/hour (graduate)/\$12/hour (continuing students) for up to 20 hours/week

First-Year Student Outreach Project (FYSOP) Program Manager Application

Application Deadline: Friday, November 17, 2017, 5 p.m.

Name:	BUID:
School Address:	
Permanent Address:	
BU Email:	Phone:
School/College:	Graduation:
Major(s)/Minor(s):	
<u>Please read and certify by typing your name and date:</u>	
<i>I certify that I am a full-time undergraduate student at Boston University and I am in good academic, financial, and disciplinary standing with the University. I do not currently have any cases pending against me. I can fulfill all the listed requirements for the position of FYSOP 2018 Program Manager. I know of no reason why I would be ineligible to hold the position of FYSOP 2018 Program Manager. I am also aware that all positions at the Community Service Center are contingent upon funding.</i>	
Signature:	Date:

Application Checklist:

- Carefully review pages one and two of this application to ensure that you qualify for this position.
- Complete and certify this page.
- Assemble the following documents:
 - Your resume.
 - A cover letter that concisely discusses the following questions:
 - What inspires you about FYSOP and how has this motivated you to apply to be FYSOP Program Manager?
 - How do you envision the FYSOP education and engagement experience evolving under your leadership?
 - Why are you uniquely qualified to serve as FYSOP PM?
 - As FYSOP Program Manager, how will you grow and develop?
 - A list of 3 references (employers, supervisors from paid or volunteer experience, or an individual who has observed you in a leadership role) including name, phone number, email, organization, and position.
 - **Please ask one of your references to write a letter of recommendation in support of your application. They may email or mail the letter to Zach Hobbs, CSC Director.**

Return the completed application and supporting documents to Zach Hobbs, CSC Director, via email at zkobbs@bu.edu by 5 p.m., Friday, November 17, 2017. Zach will send you an email confirming receipt of your application materials and requesting an interview.