First-Year Student Outreach Project (FYSOP) Program Manager and Community Service Center Coordinator of Programs (COP) Application

The Community Service Center (CSC) is BU's welcoming space for service, education, reflection, and leadership initiated by students in solidarity with our neighbors and community partners.

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:

**FYSOP Program Manager:** The FYSOP PM is responsible for planning, organizing, and implementing the First-Year Student Outreach Project at the Boston University Community Service Center (CSC) with the support of the director, assistant director, intern, coordinators of programs, 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 goals and programs of the experience, and related responsibilities as a member of the CSC leadership team. Please read page 2-3 for more details.

**CSC Coordinator of Programs:** The CSC COP serves as a member of the CSC senior staff during training and summer programs. The COP will work closely with other members of senior staff to manage deliverables and logistics for FYSOP 2019, train 2019-20 CSC program managers, and create content and programming for the 2019-20 academic year CSC program. Please read page 2 and 4 for more details.

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 CSC mission and FYSOP experience.
- Passion for the community development 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 supporting materials are due, by 5 p.m., Monday, November 26, 2019 to Zach Hobbs, CSC Director, via email. See pg. 3 for application form and instructions.*
<table>
<thead>
<tr>
<th></th>
<th><strong>FYSOP Program Manager (2-3 positions)</strong></th>
<th><strong>CSC Coordinator of Programs (1-2 positions)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility</strong></td>
<td>Full-time Boston University undergraduate students currently in their junior or senior year.</td>
<td>Full-time Boston University graduate students or undergraduate students currently in their junior or senior year.</td>
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</table>
| **Start & End**               | As agreed upon by PM and senior staff, between:  
  - Start: January 3 - January 19, 2019  
  - End: September 6 – September 27, 2019 | As agreed upon by PM and senior staff, between:  
  - Start: April 1 - May 20  
  - End: August 23 - September 27, 2019 |
|                              | Program managers continuing as undergraduate or graduate students at Boston University during the 2019-2020 academic year may be eligible to extend their appointment through December 2019. | Coordinators continuing as undergraduate or graduate students at Boston University during the 2019-2020 academic year may be eligible to extend their appointment through December 2019. |
| **Spring 2019**               | - **Students may only work 20 hours total in all on-campus jobs while classes are in session.**  
  - $12/hour for up to 20 hours per week** (10 office hours per week plus work, events, interviews, etc...)  
  - Start: January 3 - January 19, 2019  
  - Attend:  
    - CSC Spring Retreat (Sat., January 19)  
    - Weekly meetings with CSC senior staff  
    - Monthly all-staff meetings (Fridays, 5-7 pm, 2/8, 3/1, 3/29, 4/26)  
    - Summer Leadership overnight staff retreat (Fri.-Sat., March 29-30)  
    - FYSOP coordinator training (Sun. March 31)  
    - Summer Leadership comms. training (TBD)  
    - FYSOP staff leader hiring day (TBD)  
  - OPTIONAL Attend:  
    - CSC Spring Retreat (Sat., January 19)  
    - Weekly meetings with CSC senior staff  
    - Monthly all-staff meetings (Fridays, 5-7 pm, 2/8, 3/1, 3/29, 4/26)  
    - Summer Leadership overnight staff retreat (Fri.-Sat., March 29-30)  
    - FYSOP coordinator training (Sun. March 31)  
    - Summer Leadership comms. training (TBD)  
    - FYSOP staff leader hiring day (TBD) | - **Students may only work 20 hours total in all on-campus jobs while classes are in session.**  
  - $12/hour for up to 10 hours per week** (5 office hours per week plus work, events, interviews, etc...)  
  - Start: April 1 - May 20  
  - OPTIONAL Attend:  
    - CSC Spring Retreat (Sat., January 19)  
    - Weekly meetings with CSC senior staff  
    - Monthly all-staff meetings (Fridays, 5-7 pm, 2/8, 3/1, 3/29, 4/26)  
    - Summer Leadership overnight staff retreat (Fri.-Sat., March 29-30)  
    - FYSOP coordinator training (Sun. March 31)  
    - Summer Leadership comms. training (TBD)  
    - FYSOP staff leader hiring day (TBD)  |
| **Summer 2019**               | - $15/hour for up to 40 hours per week (35 office hours plus flex time)  
  - Housing from May 20-August 26  
  - At least 5 unpaid vacation days (June/July)  
  - Attend:  
    - May Training sessions (May 20-31)  
    - University Orientation programs, Thurs. and Fri. during June and July.  
    - Weekly team meetings  
    - FYSOP Staff Leader Training (Aug. 20-25)  
    - FYSOP 2019 (Aug. 26-30)  
    - Final team reflection (Aug. 31) | - $15/hour for up to 25 hours per week (Up to 40 hours during May Training, FYSOP Staff Leader Training, and FYSOP, if working)  
  - Housing from May 20-August 26  
  - At least 5 unpaid vacation days (June/July/Aug.)  
  - Attend:  
    - Selected May Training sessions (May 20-31)  
    - University Orientation programs, Thurs. and Fri. during June and July.  
    - Weekly team meetings  
    - FYSOP Staff Leader Training (Aug. 25) |
| **Fall 2019**                 | - $12/hour for up to 15 hours per week  
  - End: September 6-September 27, 2019  
  - Attend:  
    - Fall PM Retreat (Sep. 7)  
    - School Opening Events | - $12/hour for up to 15 hours per week, if continuing  
  - End: By September 27, 2019  
  - Attend, if continuing:  
    - Fall PM Retreat (Sep. 7)  
    - School Opening Events  
  - COP may serve, unpaid, as a FYSOP staff leader if continuing as a student Fall 2019.  
  - Position is flexible. Interested candidates who do not meet all requirements should reach out to zkhobbs@bu.edu to discuss further.  
  - Position subject to need and financing, and application may remain open through spring semester. |
| **Notes**                     | Exact number of positions subject to change. |  |

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

**Spring 2019 (January-Commencement)**
- Develop mission and education, service, and reflection visions for the FYSOP 2019 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 19), 10 office hours/week, weekly meetings with CSC director and assistant director, monthly CSC program manager meetings (Fridays, 5-7 pm, 2/8, 3/1, 3/29, 4/26), summer leadership overnight staff retreat (Friday-Saturday, March 29-30) and FYSOP coordinator training (Sunday, March 31), summer leadership communication training (TBD), FYSOP staff hiring day (Saturday, April 27).
- **Compensation:** $12/hour for up to 20 hours/week (includes office hours, planning time, hiring, and training.)

**Summer 2019 (Commencement-FYSOP)**
- Manage the development of all FYSOP 2019 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.
- Serve as office manager with FYSOP program managers in the absence of CSC director and assistant director.
- Effectively collaborate with coordinators of programs to ensure accurate and efficient completion of FYSOP logistics.
- Oversee, coordinate, and troubleshoot all programming occurring during staff training and FYSOP.
- **Attend:** Summer leadership training (May 20-31), 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 20-25), FYSOP 2019 program (August 26-30), FYSOP leadership reflection (August 31).
- **Compensation:** $15/hour for up to 40 hours/week, on-campus housing from May 20-August 26, and at least 5 unpaid vacation days to be used during June or July.

**Fall 2019 (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 2019-20 CSC staff in school opening tasks (including office operations, PM training, volunteer recruitment, CORI form processing, volunteer van training).
- Collaborate with Office of Orientation to organize and implement Summer 2020 staff recruitment.
- Support CSC director and assistant director in recruitment of FYSOP 2020 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

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CSC Coordinator of Programs (COP) Commitment

**Position may be subject to customization based on the interests and experience of the individual(s)**

**Spring 2019 (January-Commencement)**

- **Position does not require beginning before Commencement, but appointed COPs are welcome and encouraged to join for any and all Spring 2019 training and developing events, team meetings, and outings.**
- Get acquainted with CSC processes, programs, events, and initiatives through a careful reading of binders and shared drives and office training.
- Support 2018-19 program managers in implementing end-of-year programs (Global Days of Service, etc.) and processes (reflection and recognition programs, assessment and evaluation, etc.)
- Support selection and welcoming of FYSOP staff leaders.
- Develop list of responsibilities, expectations, and goals for summer.
- **Attend (as available):** CSC program manager retreat (Saturday, January 19), 10 office hours/week, weekly meetings with CSC director and assistant director, monthly CSC program manager meetings (Fridays, 5-7 pm, 2/8, 3/1, 3/29, 4/26), summer leadership overnight staff retreat (Friday-Saturday, March 29-30) and FYSOP coordinator training (Sunday, March 31), summer leadership communication training (TBD), FYSOP staff hiring day (Saturday, April 27).
- **Compensation:** $12/hour for up to 10 hours/week. (Begin formally after April 1).

**Summer 2019 (Commencement-FYSOP)**

- Co-supervise daily operations of the Community Service Center during the summer season, including office schedule, cleanliness, task & chore list, and others as assigned.
- Serve as office manager with FYSOP program managers in the absence of CSC director and assistant director.
- Oversee the onboarding of 2019-20 program managers, facilitating office tours and training, weekly meetings, team building, leadership development, and other tasks as assigned.
- Work with 2019-20 program managers to develop and prepare fall programs (CSC programs and applications, open houses, orientations, days of service, retreats, etc…)
- Develop intentional opportunities for program managers to collaborate with each other and with FYSOP team.
- Manage key logistical tasks associated with FYSOP, including transportation, food, and databases.
- Serve as a strong voice on behalf of CSC academic year programming during summer months.
- Complete other tasks as assigned.
- **Attend:** Summer leadership training selected sessions (May 20-31), weekly meetings with CSC director and assistant director, weekly meetings with program manager team, University Orientation programming (as required during office hours and Thursday evenings during orientation sessions), FYSOP staff leader training (August 20-25).
- **Compensation:** $15/hour for up to 25 hours/week, on-campus housing from May 20-August 26, and at least 5 unpaid vacation days to be used during June, July, or August. Up to 40 hours may be payable during May Training, FYSOP Staff Leader Training, and FYSOP. End date may be any time after August 23, and COP may serve, unpaid, as a FYSOP staff leader if a continuing student in Fall 2019.

**Fall 2019 (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 COP binder, PM summer binders, etc…)
- Assist 2019-20 CSC staff in school opening tasks (including office operations, PM training, volunteer recruitment, CORI form processing, volunteer van training).
- **Attend, if continuing:** 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, if continuing:** $15/hour (graduate students), $12/hour (continuing students) for up to 15 hours/week.

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First-Year Student Outreach Project (FYSOP) Program Manager
and CSC Coordinator or Programs (COP) Application

Application Deadline: **Monday, November 26, 2018, 5 p.m.**

<table>
<thead>
<tr>
<th>Name:</th>
<th>BUID:</th>
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<tbody>
<tr>
<td>School Address:</td>
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<td>Hometown, State/Country:</td>
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<td>BU Email:</td>
<td>Phone:</td>
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<td>School/College:</td>
<td>Graduation Year:</td>
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<td>Major(s)/Minor(s):</td>
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<tr>
<td>Position(s) applied for (rank, if desired):</td>
<td>[ ] &lt; FYSOP Program Manager</td>
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**Please read and certify by typing your name and date:**

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 with no cases pending against me. I can fulfill all the listed requirements for the positions. I know of no reason why I would be ineligible to hold the positions applied for. I am also aware that all positions at the Community Service Center are contingent and subject to change.

| Signature: | Date: |

**Application Checklist:**

- Carefully review pages 1-3 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 motivates you to apply to serve as FYSOP Program Manager/CSC COP?
    - What do you believe to be the purpose of FYSOP/the CSC in the BU and Boston communities?
    - How do you envision our programs evolving under your leadership?
    - Why are you uniquely qualified to serve in these positions?
    - What are your goals for growth and development as they relate to these positions?
  - A list of 2 references (employers, supervisors from paid or unpaid 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 zk Hobbs@bu.edu by 5 p.m., Monday, November 26, 2018. Zach will send you an email confirming receipt of your application materials and requesting an interview.