



2022-2023 Community Service Center Program Manager

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

Applications will be accepted on a rolling basis. Priority will be given to applicants who submit their materials by Friday, May 6th.

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 foster the growth of our student-initiated community engagement programs, promoting social justice across Boston University, our neighboring communities, and beyond. PMs are responsible for planning and implementing 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.

Qualifications:

- Full time, returning students for the entire duration of the 2022-2023 academic year. Students intending to study abroad, student teach, reduce their academic schedule to part time, or work a significant internship schedule at any point during the academic year should include this information in their application for discussion with CSC senior staff.
- Good academic, financial, and judicial standing with the university with no cases pending against them.
- Passion for the community development and leadership mission and goals of the Community Service Center.
- Willingness to engage thoughtfully and thoroughly in the general responsibilities listed below, as well as those responsibilities of programs, volunteers, community partners, the BU community, and the Greater Boston community at large.
- Demonstrate strong communication, organization, problem solving, proactiveness, humility, nimbleness, and self-awareness.
- No past experience with CSC programs is necessary to serve as Program Manager.

Position Responsibilities:

- Develop and implement the mission and objectives of an assigned initiative for the CSC at large.
- Collaborate with fellow Program Managers to plan community engagement events and educational opportunities.
- Assist Program Managers with the successful implementation of their events, programs, and initiatives
- Support Center-wide initiatives including events, fundraisers, days of service, gift drives, etc.
- Volunteer for at least 1 food run for the Student Food Rescue program (Summer only)
- Celebrate volunteers, partners, and friends of the Center through various recognition efforts and initiatives
- Represent CSC programs at events and programming hosted by other BU departments.
- Assist with van driver training during early fall and early spring semesters
- Support volunteer recruitment efforts at Splash 2.0 and University Open Houses
- Manage day-to-day operations of the CSC office including but not limited to answering phones, organizing office space, and completing volunteer background checks
- Demonstrate positive citizenship on behalf of the CSC and BU communities
- Advocate for the needs of the Boston University and Greater Boston communities
- Complete other tasks as assigned by CSC Senior Staff and/or the Dean of Students office

Dates of Employment:

All positions run May 2022 - May 2023. Though CSC leadership asks for a significant investment from student program managers, we commit to providing a flexible, educational, and transformative experience for our PMs. In specific circumstances, program managers may be released from part or all of the summer employment obligation, including for jobs, coursework, internships, or completing or returning from study abroad programs. Please explain these circumstances in your application and interview. Opportunities to work remotely may be available.

Mandatory Training & Event Dates:

- Summer Leadership Training (May 24-31, 2022)
- Program transition meeting with previous program managers (Date TBD)
- Monthly team dinner meetings (Fall 2022: 10/7, 11/4, 12/9 from 5-7pm), (Spring TBD)
- Fall and Spring Program Manager Retreat (September 9-11, 2022)
- Spring Program Manager Retreat (January 20-22, 2023)

Compensation:

- \$14.25/hour
- Program Managers are expected to work 10 hours a week, including office hours and program advising meetings. An additional 5 paid hours are offered for programs, meetings, or initiatives facilitated outside of office hours
- Program managers may elect to serve as a FYSOP staff leader during this period. If interested, please apply here: <https://www.bu.edu/csc/opportunities/leadership/>
- Program Managers not serving as FYSOP staff leaders may work up to 20 office hours during the weeks of FYSOP (August 22-September 2)
- Students who work in-person during the summer will be provided on-campus housing. Housing will be provided from Monday, May 23, 2022 through Saturday, August 13, 2022
- Summer housing ends at 9 am on Saturday, August 13th. Students who will be living in on-campus housing in the fall will move into their assigned on-campus housing. Students living off-campus or studying abroad in the Fall must make alternate housing arrangements

Position Descriptions

Program Managers are, first and foremost, program managers for the Community Service Center, in service of the Boston University and Greater Boston communities. This means being advocates for community partnership, social justice, critical education and reflection, and high-quality, direct service. Although each program manager will be responsible for a specific program or initiative, **we are, above all else, one team.** The success of our Center is dependent on effective teamwork and collaboration across programs. **Each program manager is expected to be a strong advocate for all CSC programs and initiatives.**

All program titles, descriptions, and availability are subject to change. Students may list and rank preferred positions, but all candidates will be considered for all positions.

Program Team

Program Managers collaborate with CSC Senior Staff, community partners, students, and other campus leaders to develop and plan service opportunities for the BU community. Members of this team develop initiatives in solidarity with community partners, manage volunteer recruitment and onboarding, coordinate transportation, and provide opportunities for education and reflection. Program Managers work together with Senior Staff to develop program-specific goals and learning outcomes for each initiative.

Alternative Service Breaks (ASB)- Organize and oversee the delivery and logistics of approximately 20 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.** (~2 Positions)

Student Food Rescue (SFR)- 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. (~2 Positions)

Days of Service- Manage one-time volunteer initiatives and events, including Fall Days of Service and Global Days of Service. Maintain 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. Create content that introduces students to Boston neighborhoods and our community partners. (~2 Position)

Volunteer Experience Team

Volunteer Experience Managers collaborate with CSC Senior staff and community partners to identify and coordinate service opportunities throughout Greater Boston that are open to the BU community. Members of this team play a key role in managing the volunteer experience for those seeking opportunities. Responsibilities include maintaining a database of current service opportunities, overseeing volunteer recruitment and onboarding, and planning educational programming for volunteers.

Empowerment League- Supports our partnerships with local organizations that focus on addressing key community needs including but not limited to: education, immigration, healthcare, housing, and criminal justice. Plan a variety of recurring and one-time service opportunities for BU students. Recruit, train and oversee volunteers to support the success of these programs, partnerships, and experiences. (~2 Positions)

Afterschool- Support our partnerships with local schools and afterschool programs to develop and implement tutoring curriculum for children K-12. Recruit, train, and oversee volunteer peer leaders and student tutors to support the success of these programs, partnerships, and experiences. (~1 Position)

Student Studio- Support our relationships with local elementary schools and afterschool programs to continue interest and excitement in performing arts and visual arts. Recruit, train and oversee peer leaders and volunteers to support the success of these programs, partnerships, and experiences. (~1 Position)

Wizards- Support our relationships with local elementary schools and afterschool programs to bolster interest and excitement in the STEM field through science experiments and technology workshops. Recruit, train and peer leaders and volunteers to support the success of these programs, partnerships, and experiences. (~1 Position)

Siblings- Collaborate with Big Brothers Big Sisters (BBBS) to foster meaningful relationships between BU students and local youth through campus-based and community site-based programs. Support youth and their matched undergraduate mentors. Additionally, identify and coordinate opportunities to partner with school and community-based learning programs. (~2 Positions)

Operations Team

Operations Managers work with Senior Staff to manage center-wide initiatives and day-to-day operations of the Center. These roles collaborate with campus and community partners to plan various programs and events. Specific roles change somewhat each year based on current strategic initiatives and departmental needs.

Communications- Manage CSC email, website, social media profiles, newsletter, and calendars. Create promotional material for CSC events, programs and staff recruitment efforts. Coordinates with fellow Program Managers to plan all-university email blasts and other correspondence. Add CSC-related events and programs to the University calendar and video monitors. Ensures compliance with university and CSC branding requirements. (~2 Position)

Storytelling- Manage CSC blog, podcast, and storytelling team. Create original content for Communications Manager to share via communications channels. Maintain catalog of photos and videos for CSC communications. Ensure CSC space is welcoming and that bulletin boards and advertisements are updated. (~1 Position)

Development & Alumni Relations- Assist with acknowledging donors and supporters of the space. Coordinate the weekly download of donor information and manage the ordering and writing of donor thank you cards. Facilitate two annual fundraisers, senior recognition and awards, class gift fundraising campaign, and giving day participation. Develop programming and other initiatives to engage alumni. (~1 Position)

Transportation & Logistics- Oversee van and transportation logistics, Charlie Card distribution and databases, CSC program and partner databases, and CSC room and tech reservations/sign outs. Collaborate with FYSOP and ASB on their travel-related needs. (~1 Position)

Education & Reflection- Create and curate online resources that introduce volunteers to service and civic engagement. Lead orientation programs for new and returning volunteers. Facilitate education and reflection opportunities and events for CSC programs. Collaborate with Campus Partnerships Program Manager, departments, on-campus student groups to plan events and programming. Support days of service and community recognition events. Support strategic initiatives related to civic engagement. (~1 Position)

Campus Partnerships- Fosters new and existing relationships with on-campus departments, organizations, and staff that expand outreach of CSC initiatives. Plans unique opportunities for the university community to give back to the community in ways such as: gift and can drives, fundraisers, etc. Support the redevelopment of the Community Service House and other strategic initiatives. Leads Center-wide volunteer recruitment efforts, including SPLASH, Open Houses, and Admissions events and panels. (~1 Position)