Manager, Libraries’ Student Employment Program

Overview

Boston University Libraries seeks applications and nominations for the position of manager of the Libraries’ student employment program (MLSEP). Reporting to the Associate University Librarian for Data and Operations, the MLSEP leads Boston University Libraries’ student employment program, which hires as many as 300 students per academic year. This program sustains the Libraries’ year-round onsite and digital operations, providing opportunities for students to build meaningful workplace skills and introducing students across various academic disciplines to careers in library and information science. The MLSEP helps the Libraries’ system foster the creativity and curiosity of students to design and improve our services, spaces, or digital experiences.

The Libraries’ Student Employment Program (LSEP) advances the first of the Libraries’ three strategic priorities: developing talent to create a diverse, innovative, world-class library workforce prepared to meet, exceed, and anticipate the needs of the University.

Therefore, we are looking for a professional with experience working closely with, advising, recruiting, or managing students and a record of strong analytical, organizational, and problem-solving skills within a non-profit setting. The professional who earns this position will be a leader in delivering a high-quality student experience and developing best practices at all stages of the student talent life cycle: from recruitment to onboarding, development, and offboarding.

Duties and Responsibilities

The Manager of the Libraries’ Student Employment Program will have the following responsibilities:

- Promote openings to returning and prospective student employees, representing the Libraries at student employment job fairs and coordinating with the Libraries’ Business Services Unit to manage the myriad technical and transactional aspects of student hiring and budgeting;
- Manage student employee onboarding and offboarding processes, ensuring appropriate student employee coverage for all Libraries’ departments;
- Develop, organize, maintain, and update all LSEP documentation, policies, and procedures;
- Effectively and efficiently steward student employment budgetary resources across the Libraries’ system; Applying strong attention to detail, monitor the utilization of current student employee Federal Work Study (FWS) awards across all Libraries’ departments, project total expenditures, and prepare regular spend-down reports and projections for students and supervisors;
- With the Libraries’ Business Services Unit and Executive Team, track and communicate appropriate LSEP key performance measures such as rates of hiring, retention, student experience and engagement, hours of training, or skills gained;
- Develop and execute periodic student surveys or focus groups to identify opportunities to improve the student employment experience and program;
- Maintain all student employment related records within the Libraries’ and University’s systems of record (roster of students, roles, any changes in roles, rates of pay, or funding sources), while appropriately handling confidential financial and student information consistent with applicable University, state, and federal guidelines, laws, and policies;
• Coordinate and oversee the delivery of high-quality student employment experiences; Recognize and celebrates student employees’ contributions to the Libraries and University;
• Oversee a team of student employees directly involved in improving the Libraries’ student employment program, services, or spaces;
• Support University initiatives for student wellness, wellbeing, and community building;
• Facilitate student outreach with campus stakeholders that include the Office of the Dean of Students and other University offices such as Student Employment, Financial Aid, and Newbury Center to ensure that Libraries’ student employees and applicants are able to access and benefit from available University support structures and programs;
• Develop and improve training content for student employees to build useful student skills while efficiently addressing the Libraries’ operational needs; Develop and manage the LSEP alumni network, database, and outreach;
• Lead Libraries’ teams such as the Student Employment Working Group, the Student Supervisors Group, or project teams which facilitate effective sharing of training materials, policies, procedures, and documentation;
• Create and edit selected student employment content on the University Libraries’ website utilizing the WordPress CMS and, occasionally, one or more of the University Libraries’ social media platforms;
• Represent the Libraries nationally and internationally in collaborations or initiatives consistent with the Libraries’ goals and mission; and
• Provide consultation to units across the University as appropriate and within scope of the position and organization.

Qualifications

While Boston University Libraries will consider applicants with other credentials, a master’s degree from an accredited United States research university plus demonstrated, advanced training or work experience are strongly preferred. All candidates must be authorized to work in the United States at time of application. Boston University Libraries will not sponsor applicants for work visas.

In addition, the Libraries seeks a person with the following qualifications:

• A minimum of three years’ experience working with, managing, recruiting, or advising students;
• Exceptional interpersonal skills and the demonstrated ability to work effectively with a wide range of constituencies in a diverse community;
• Demonstrated experience managing a project for a department, team, or committee;
• Strong analytical, organizational, and problem-solving skills, including the ability to meet deadlines, prioritize work, learn independently, and respond to changing needs;
• Willingness to learn and grow;
• Strong customer service orientation;
• Proactive work demeanor; and
• Strong and demonstrated commitment to diversity, equity, respect, and inclusion.
Growth

Boston University Libraries is committed to investing in the growth and development of each of its team members. As our new Manager for the Libraries’ Student Employment Program, you will receive unique opportunities to develop skills, expertise, and experiences at the intersection of your career goals and our strategic priorities. Participation in Libraries and BU-wide committees and industry conferences are examples of activities in which you are eligible to participate. Our active learning culture evolves based on your input. You will be encouraged to take ownership of your own development through frequent communication with your manager and through opportunities to communicate with Libraries’ leadership.

Compensation

Boston University Libraries will provide a competitive compensation and benefits package appropriate for a position of this scope, stature, and level of responsibility.

Applications

Interested candidates should assemble the following materials, in the following sequential order, in a single, unlocked Adobe Acrobat (.pdf) file:

- A formal letter of application (cover letter), addressed to Catherine Rodriguez, Talent Acquisition Specialist, Boston University;
- Résumé or curriculum vitae; and
- Names and email addresses of three professional references.

Please name the submitted Acrobat file as follows: bul2021-mlsep_yourlastname.

You will post the completed Adobe Acrobat file to Boston University’s Human Resources site. You may contact Ms. Rodriguez at cathyrod@bu.edu if you have any questions.

Review of applications will begin in June 2021 and continue until the Libraries fills the position. The Libraries will not contact references until the finalist stage.

Boston University is committed to fostering a diverse University community within a supportive and respectful environment. We believe that diversity is essential to our success as a leading research university with a global reach and is an integral component of excellence.

Boston University prohibits discrimination against any individual on the basis of race, color, religion, sex, age, national origin, physical or mental disability, sexual orientation, or because of marital, parental, or veteran status. Boston University strongly encourages minority group members, veterans, disabled individuals, and women to apply for positions for which they are qualified and that are of interest to them.