



## ASSOCIATE PROGRAM MANAGER FOR STUDENT EXPERIENCE

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"To get to equity - equity in education, equity in opportunities - we have to normalize participation. We have to make participation in high impact learning opportunities normal - not selective - not only for a few, but normal for everyone to do."

Dr. Lisa Jackson, Co-Founder & Managing Director  
College for Social Innovation

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**COLLEGE FOR SOCIAL INNOVATION** brings together colleges and social sector organizations to create fully-credited experiential learning opportunities that are meaningful, accessible, and life-changing. Our students, referred to as Social Innovation fellows, build skills, a digital portfolio, and a network, putting them on track to become the next generation of problem solvers for humanity's tough challenges.

We are building a movement to make it common for millions of college students -- representing the full diversity of the nation -- to get access to well-structured internships where they learn from real-world experiences, a mentor, and a rigorous skill-building curriculum and gain access to careers in the fast-growing social sector.

Learn more about College for Social Innovation at: [www.collegeforsocialinnovation.org](http://www.collegeforsocialinnovation.org).

### OPPORTUNITY SUMMARY

As our **Associate Program Manager for Student Experience** you will play an essential role in delivering a distinctive and outstanding program experience to our undergraduate Social Innovation Fellows. The ideal candidate will bring a natural ability to connect with and support college students combined with a knack for logistics and creative problem solving. This multi-faceted role is ideal for anyone hoping to move into nonprofit or education program management.

Reporting to the Managing Director, you will serve as a steward of the overall student experience, using your personal and professional strengths to identify resources and design programs and activities to support students. Focused on creating a high-quality experience for students, and constantly looking for ways to enhance the student experience, you will work with our housing partners and other organizations and businesses in Boston to fulfill our promise to students of a semi-independent, fully supported semester. Approximately 50% of the Associate Program Manager's time will be spent developing and executing residential programming and managing student housing.

The remaining 50% of the time will be spent on student-facing engagement and support efforts. This includes working closely with the Program Manager for Internships providing advice and guidance to students to ensure a high-quality internship experience; supporting course instructors and serving as a teaching assistant; and being a key contributor to CfSI's strategic planning and implementation of its alumni programming.

### **KEY RESPONSIBILITIES**

- Manage our residential/community program including:
  - designing and delivering needed life-skills and community workshops;
  - assigning student housing;
  - coordinating student move in and move out;
  - hiring, training and supervising Community Assistants (CAs);
  - running resident orientation;
  - responding to and managing roommate conflicts and mediations;
  - arranging Boston-related outings;
  - serving as primary on-call professional on nights and weekends for 30 weeks when program is in session (Sept – Dec, Jan – May), with at least two week nights and two weekends off per month, to be arranged with supervisor.
- Provide student-focused support to other program elements including internships, academic courses, and alumni, including,
  - engaging in regular communication with students to get feedback, ideas, and to provide support;
  - advising students to support successful internship experiences;
  - identifying student needs and support opportunities and work with broader team to problem solve;
  - serving as an occasional teaching assistant to weekly courses;
  - managing alumni outreach and job board.
- Manage our residential properties and subleasing activities including:
  - daily operation of residence halls including housing contracts and damage billing;
  - working closely with landlords to ensure that facilities are well maintained;
  - drafting residential life policy and procedural documents – update as needed to ensure compliance with city, state and federal laws, and CfSI needs;
  - subleasing apartments, including listings, communication with potential subletters and contracts. Also includes managing a relationship with Airbnb.

### **QUALIFICATIONS & MINDSETS**

College for Social Innovation is all about building community, achieving exceptional results together as a team, and empowering our staff and fellows to use their personal talents to achieve excellence. If you have the passion, drive, mindset, and strength to help us accomplish our mission, then we want to hear from you!

We will be most interested in your application if you fulfill most of the following:

- *You can't get enough of people:* Growing and nurturing new relationships energizes you. You love to meet new people and to foster connections that empower others to excel. You're known for the bridges you build and the high-quality connections you broker. It's your strength and you can't hide the smile it brings to you and those around you.
- *You're curious and enjoy learning:* We're constantly faced with new opportunities and a changing political and bureaucratic landscape. We value people who are inquisitive and passionate about their work. People who learn the rules of the game and then find ways to foster change through incremental innovation that is inclusive of stakeholders.
- *You're a collaborator:* We're always up for helping each other and learning from one another, and we often work in groups. Your personal contributions matter, but are more impactful when they align with those of your peers and members of our broader community of partners.
- *You have strong communication skills:* Explaining complex ideas (verbally and in writing) in ways that everyone can understand is a daily part of our work. At the same time, listening with empathy is key to understanding diverse perspectives and the full scope of barriers that we need to overcome to reach our goals.
- *You like to take initiative:* We're often faced with situations where the next step isn't clear, but we're big believers in experimenting and testing new ideas to find the best solution. We learn along the way and incorporate the feedback we need to hear to back our ideas work better.
- *You're invigorated by the idea of social change:* You look for new and creative ways to problem solve; you're not too worried about failure to take a chance and you are compelled by the power and activism that exists within each of us. Like us, you want to build and mobilize a movement of students that are inspired by the access to an opportunity for meaningful social change.
- *You are generous and kind:* We value each other. We set a high standard for taking care of each other and ourselves and expect kindness and a generosity of spirit.

#### Skills and Experiences Important to Success in the Role:

- Bachelor's Degree and at least 2-3 years full-time experience, with a preference for experience in residential life programming and/or administration;
- Strategic relationship-builder with outstanding interpersonal and persuasive communication skills, a naturally outgoing personality, and an ability to quickly make connections between people, networks, and organizations;
- Ability to prioritize the organization's core values and the best interests of the host organizations you meet;
- Strong organizational skills, excellent with details and follow-up;
- Experience developing and executing marketing or communications campaigns (e.g., Social media, print design);
- Proficient in use of Microsoft Office, particularly Excel, PowerPoint and Word, as well as Google cloud-based equivalents;
- Technology savvy with the ability to learn and use web-based apps and tools and navigate a variety of social media platforms.

## **COMPENSATION & BENEFITS**

- Salary is commensurate with experience
- Health benefits with 80% covered by CfSI and 20% covered by the employee
- *MBTA MonthlyLink* bus and subway pass
- Cell phone reimbursement
- 21 vacation/personal days plus 13 organizational holiday days per year
- Access to regular and ongoing feedback and professional development opportunities internally and ability to leverage organizational resources to seek additional development opportunities externally

### **-----EQUAL OPPORTUNITY EMPLOYER-----**

*College for Social Innovation is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services. National Service Alumni (i.e. Military, AmeriCorps, Peace Corps, etc.) are strongly encouraged to apply.*