

Student Employment Job Description
Lawrence University Center for Community Engagement and Social Change (CCE) Office Manager

Academic Year	2019-2020
Name of Position	Office Manager (3)
Rate of Pay	\$8.20/hour
Hours per week	10 hours/week; 300 hours in 19-20 academic year
Employer name/address	Center for Community Engagement and Social Change (LU CCE) 711 E. Boldt Way Appleton, WI 54911
Supervisor name/title	Doniell Ericksen, Coordinator of Volunteer Programs
Application Instructions	Complete application online at go.lawrence.edu/volunteer and click on "employment" by Feb. 13, 2019. Interviews may follow.

POSITION DESCRIPTION

By working in a team, this position will support the mission of the CCE by providing organizational and communication support internal and external to the department. This position will work to provide logistical support to the director/department while performing a wide variety of tasks in support of student volunteer programs.

Summary of Essential Job Functions shared by all four staff:

- Act as student administrators of Give Pulse, the volunteer management software, by entering/verifying impacts, providing occasional data clean – up, training student uses/leaders/community members on usage and utilizing as a tool when communicating with student groups and creating events
- Manage internal and external CCE communications (i.e phones/messages, general emails/inquiries, question reception.)
- Office organization (i.e. Maintenance of online files, resources, and supplies.)
- Assist with coordinating VCSC major events, including but not limited to:
 - Martin Luther King, Jr. Day of Service
 - Service Trips
 - Service Corp Events
- Coordinate with other Office Managers on special initiatives and help other student staff members with projects as necessary
- Complete all training through CCE
- Plan CCE open house events for campus and CCE staff
- Other duties as assigned

DUTIES: to be assigned to an individual office manager:

- ***1st and 2nd Year Experience and Transitions***
 - Remain in contact with 1st year groups such as CORE, Posse, Freshman Studies, and RLAs
 - Create service opportunities specifically for 1st and 2nd year students
 - Assist with “Into the Streets” (planning, organization, promotion, reflection, and other duties)
 - Facilitate opportunities for community partners to visit campus
 - Conduct outreach for 3rd and 4th year students about how to market their skills gained from volunteering

- ***Social Media and Marketing***
 - Assist in maintaining and developing promotional tools for the CCE such as:
 - Facebook
 - Instagram
 - Website
 - Printed and Electronic Materials
 - Familiarize self with trends in social media and marketing for the purpose of promotion work of the CCE and our partners.
 - Assess and evaluate the effectiveness of marketing and promotional tools
 - Develop strategies to grow subscribers
 - Recognize volunteers through telling their story
 - Develop weekly newsletter summarizing volunteer opportunities and educating students on various service topics
 - Plan CCE open house events for campus and CCE staff

- ***Student Organization and Greek Life Coordination***
 - Responsible for remaining in contact with student organizations that have service as part of their mission: collaborate when possible, assist/support their ideas, track their efforts, and etc
 - Will be a representative of the LUCC Committee on Community Service and Engagement (CCSE) to facilitate conversation and advocate for service
 - Assist with creating and implementing educational opportunities such as online and in person training to learn about ethical service
 - Assist in coordination and education of Alternative Spring Break opportunities

- ***Reflection and Evaluation***
 - Coordinate, plan, and implement reflection sessions
 - Assist with creation of program evaluations
 - Analysis and collect data
 - Educate community about GivePulse
 - Track volunteer activity and produce institutional reports
 - Oversee process for students to report volunteerism, enter hours and produce reports summarizing this information for the campus community.

QUALIFICATIONS (minimum requirements)

- Strong organizational skills
- Ability to work independently with minimal supervision
- Excellent written and verbal communication skills
- Underclassmen and students eligible for federal work study strongly preferred
- Have and maintain 2.5 GPA and must be on campus all 3 terms of academic year 2018-2019
- Strong customer service skills to serve as the primary contact for internal and external partners
- Interest in volunteering preferred
- Experience or qualities directly related to position

SKILLS ACQUIRED

In this position, student employees can expect to work independently, use creativity and connections to execute new ideas. Will strengthen skills in building relationships, communication, self-reflection, project management, prioritization, and performance of multiple tasks with attention to detail.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.