Center for Student Involvement

Title: Program Manager

Location: Center for Student Involvement, SC

Job Type: Student Assistant

Days Needed: Varies

Job Description: Program Managers (PMs) are representatives of the Division of Student Development and Campus Life through the Student Center and the Center for Student Involvement. As such, they are representatives of Montclair State University and expected to act accordingly at all times. The Program Manager is expected to strive to accomplish the primary objectives of the Student Center and Center for Student Involvement. To do so requires energy, good self-discipline, the ability to observe keenly and accurately, effective utilization of a broad spectrum of resources, knowledge to assist in performance on the job, and the ability to establish a good rapport with the students and other patrons of the Student Center.

Primary Responsibilities:

- Serve as the overseeing Manager of the Student Center during evening and weekend hours.
- Must participate in all scheduled workshops, events, and staff development activities
- Field questions of all sorts (from students, faculty, staff, and prospective students and their parents) over the phone, via email and in person regarding event information, facilities use, and campus-wide directory information
- Participate in event coverage rotation. Note that some months (September, October, March and April) tend to have more programs that require coverage.
- Monitor events/meetings taking place in the Student Center
- Respond to last minute requests from customers regarding events
- Disseminate other campus information throughout Student Center
- Ensure all security procedures are followed (i.e. wristbands and stamp).
- Remain in direct communication with University Police at event.
- Be present at all times during scheduled event
- Assist with supervision and training of Student Center student employees in several areas, including:
  - Participate in PM selection process, including interviews, advertisement, and promotion
  - Participate and help facilitate Student Center Student Worker Training sessions
  - Appropriately confront, report, and document concerns about Student Center Student Worker job performance
- Support all Center for Student Involvement programs and communities (Fraternities & Sororities, Student Leadership Programs, Commuter Programs, etc.)
- Attend monthly meetings with the Center for Student Involvement staff to discuss scheduling, job-related concerns and performance. Participate in a semester job evaluation.
- Attend all staff meetings on-times, prepared, and ready to contribute
- Attend Open Houses, Homecoming, Red Hawk Days, and various departmental events as needed
- Maintain a professional relationship with various campus departments
- Serve as the Student Center Worker supervisor at major weekend events as needed
- Maintain contact with Professional Staff on duty/on call as needed
• Complete Incidents Reports regarding situations in Student Center as needed.
• Complete Program Reports after each event covered.
• Maintain confidentiality regarding student staff/advisee information
• Act as a representative of the Student Center, Center for Student Involvement, Division of Student Development and Campus Life and Montclair State University at all times.
• Other duties as assigned

Qualifications:

• Evening and weekend availability required
• Must be full-time matriculated students at Montclair State University
• Must have sophomore status at the start of employment
• Must have and maintain an overall 2.5 cumulative GPA
• Detail oriented
• Excellent written/oral communication skills

Application Instructions:

Please apply on Hawk Sync on the “Center for Student Involvement” portal under forms, “CSI Program Manager Application 2017-2018”