

BENTLEY

Student Programs & Engagement

Job Description – Student Organization Manager

Position Title: Student Organization Manager

Department Team: Student Organization Support Team

Pay Rate: \$15.75 / Hour

Supervisor: Student Engagement Intern

Position Summary

The Organization Support Manager is responsible for overseeing the Student Organization Support Team. The manager works to ensure that Student Programs & Engagement is providing its student organizations with all the resources they need to succeed in their events, grow as organizations, and positively impact the Bentley community. The manager serves as the main point of contact and liaison between the Student Organization Support Team and Student Programs & Engagement. This role will work to support team members and to assist with daily functions for all team operations and responsibilities.

Responsibilities

- Manage a team of 4 Student Organization Assistants, providing oversight of work functions and team dynamic.
- Organize and manage logistics of Student Organization Support Team, including hiring decisions, planning training, staff meetings, accountability, staff development, employee recognition, and scheduling.
- Maintain oversight of all Student Organization Support Form submissions and workflows to ensure accuracy, timeliness, and customer service in supporting organization requests.
- Assign event advising requests as they are submitted, confirming that all appointments take place, and any necessary follow-up is completed after the appointment.
- Lead biweekly Student Organization support Team, in conjunction with supervisor, to discuss current organization requests, ensure exploration and implementation of departmental initiatives, and maintain vision of team objectives and long-term strategic planning.
- Attend weekly one-on-one meetings with supervisor to provide updates on operations of team, staff morale, and workflow and project status updates.
- Monitor the OrgSupport email account to ensure all emails are being addressed in a timely manner.
- Coordinate the creation of student organization resources and instructional training materials.
- Hold one-on-one meetings with team members each semester to check-in, set goals, and evaluate work.
- Facilitate a positive and communicative relationship between Student Programs & Engagement and Programming Team student employees.
- Other duties as assigned by the Student Programs & Engagement Professional Staff.

Scheduled Shift Times

Student Organization Support Team members are required to hold eight office hours each week within the Student Center. Drop-in office hours will be held between the hours of 12:00PM – 5:00PM. Staff will also be required to provide three hours of availability for scheduled advising sessions with student organization members. Scheduled office hours remain the same each week. Shifts are the responsibility of the person assigned to the shift and staff must find coverage for shifts they cannot work. Additional hours will be outlined with the supervisor for larger events planned by the Student Programs & Engagement Team.

Qualifications

- Must be a returning Student Programs & Engagement student employee.
- Must have experience within a student organization or a willingness to learn.
- Must be a reliable, trustworthy, team player who will be a contributing member of the staff.
- Must have the ability to manage several projects at once.
- Must have the ability to communicate with team and supervisor on a regular and frequent basis, both in-person, and remotely. Communication cannot be done only in office hours.
- Must act in a professional manner and as a positive representative of the department.
- Must have the ability to work a minimum of eight hours per week and must give availability of fifteen hours for scheduling purposes.
- Must follow all Student Organization Support Team and Student Programs & Engagement employment policies.
- Must attend all Organization Support Team staff meetings and trainings.
- Must be able to return to campus early for mandatory training at the beginning of each semester. Staff members who live in campus residence halls will be approved to move into their rooms early for training.
- Must remain an enrolled undergraduate student at Bentley University, in good academic and judicial standing with the university throughout the length of employment. Current staff members can apply to return to the staff during their graduate year(s).

Mandatory Dates

Tentative Fall 2023 Semester Training:

- August 27 – September 2, 2023

Tentative Spring 2024 Semester Training:

- January 17 – January 21, 2024

Team Meetings: Every other Tuesday, 2:00 PM – 3:00 PM

- Attendance at all mandatory dates is expected from staff members. Candidates must address any potential conflicts during the interview process.
- Prior approval must be requested and granted in order to miss a mandatory obligation.
- Training dates are tentative. Please check with your supervisor before making travel arrangements.