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## **Job Description**

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| **POSITION** | Assistant Director for Service Learning | **DEPARTMENT** | Center for Experiential Learning & Career Services |
| **JOB CODE** | 468 | **CLASSIFICATION** | Exempt |
| **PAY GRADE** | 16 | **JOB FAMILY** | Student Services |
| **REPORTS TO** | Associate Director for Campus / External Relations | **PREPARED DATE** | July 23, 2024 |

**SUMMARY**

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| Leads oversight and management of civic and community engagement initiatives to further the mission of the Center for Experiential Learning and Career Success. Provides vision, strategy, and direction for campus service-learning and civic engagement initiatives and programming, including support to students, faculty, and community partners to establish, maintain, and grow related opportunities. Actively contributes to the strategic planning, unit assessment, and development of policies and procedures for the Center for Experiential Learning and Career Success. Advises the Trinity University Volunteer Action Committee and their related service initiatives, including managing risks associated with travel and service activities, budgetary oversight, and more. Serves as the lead on the campus-wide Community Federal Work-Study program. |

**JOB DUTIES**

*Essential duties, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations may be made as required. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

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| **JOB DUTY** | **TIME** | **ESSENTIAL** |
| **COMMUNITY ENGAGED LEARNING & CIVIC ENGAGEMENT**   * Serves in a leadership capacity for all of campus, providing lead oversight, implementation, and assessment for related activities. * Supervises student and may supervise professional staff responsible for community engaged learning and civic engagement initiatives, including Disability Awareness Fairs, service learning, volunteerism, alternative breaks, all-campus volunteer days, Community Federal Work Study program, civic engagement, voter drives, etc. * Collaborates with faculty and staff to review, expand, and enhance community engaged learning within and outside of the classroom. * Leads alternative breaks (will include domestic or international travel), which take place during fall and spring break, to include budgeting, risk-management, planning, preparation, execution, and assessment of service trips. May include teaching alternative breaks courses. * In collaboration with appropriate staff, markets the success of community engaged learning initiatives to campus community and beyond through social media and outreach. * Assists in the assessment, analysis, and visualization of community engaged learning and civic engagement initiatives. * Leads Trinity community volunteers in reflection and connecting their service efforts to career competencies through one-on-one advising, leading group reflection, and workshops. * Oversees the development, execution, assessment, and partner-student matching for the institution’s Community Federal Work-study Program which includes selection of and maintaining relationships with non-profit CFWS partners, student recruitment, student training, tracking and approval of student hours, developing opportunities for reflection with participating students in the program and making regular site visits to non-profit partners. * Responsible for all aspects of service event coordination including booking spaces, working with internal and external vendors, serving as project manager, event promotion, tracking attendance, and collecting and analyzing feedback from attendees. Provides day-of event support such as registration and set-up/breakdown, reserving and confirming catering, media services, facilities, and rentals, and welcoming guests. * Coordinates service opportunities for departments and units, including providing support for all-campus volunteer days and civic engagement (e.g. MLK Jr. March, United Way Days of Service). * Serves as the primary adviser to the Trinity University Volunteer Action Community (TUVAC), which may include some night/weekend work. Meets with all TUVAC student leaders on a weekly basis, providing mentorship, guidance, and oversight of TUVAC activities. * Serves as the budget officer for the Trinity University Volunteer Action Community (TUVAC) organization, monitoring monthly balances, approving expenditures, assisting student organization with budget proposals and tracking. * Serves as an active member of the United Way committee as needed. | 40% | X |
| **STUDENT COACHING AND ADVISING**   * Provides one-on-one and group coaching related to experiential learning guidance and opportunities, the connection between experiential learning and career development, articulating experiential learning experiences in professional contexts, and provides coaching and guidance based on individual student needs. * Serves as a mentor to enhance students’ ability to identify and articulate their strengths, research experiences, and goals. * Identifies and markets relevant employment, professional development, research, and/or engagement opportunities to students, faculty, and staff. * Initiates, develops, executes, and assesses events, programs, and workshops specific to research, volunteerism, civic engagement, and other relevant career and experiential learning topics. * Tracks student, faculty, employer, community partner, and alumni interactions. * Actively participates in Center-wide services for students and alumni to include workshops, presentations, appointments, and drop-in hours. * Serves as the lead adviser on service learning and civic engagement, to include training other staff. | 30% | X |
| **COMMUNITY OUTREACH**   * Leads community engagement efforts for CELCS. Handles intake and serves as the first point of contact for community partners. * Actively participates in relevant associations and groups to enhance learning, adoption of best practices, etc. (e.g. SAVA, SEE). * Recruits and collaborates with community partners for the community federal work-study program and service-learning initiatives, including conducting site visits. * Supports efforts to manage relationships with community partners. * Works with the Employer Relations team, faculty and staff to develop, strengthen and maintain relationships with community partners. * Assists the CELCS Employer Relations team in tracking community engagement points. * Actively promotes and engages with campus community to further community engagement-related goals and objectives for CELCS. * Serves on relevant task forces and groups (e.g. voting, service). | 15% | X |
| **LEADERSHIP & OPERATIONS**   * Supervises student, graduate, and/or professional staff when assigned. * Manages recruitment, selection, training, supervision, and mentorship of professional and student staff to ensure measures of success and performance are met. * Assists in the development and implementation of effective procedures and tools to support program management and reporting functions. * Maintains program databases and historical records. * Assists the Director, Associate Director, and other staff in preparing accurate and timely progress and final reports for internal and external constituents. * In coordination with director, develops Center-wide policies, procedures, processes, and implementation timelines for relevant research projects and community engaged learning initiatives. * Identifies direction and strategy, delegation, and ensures the execution of strategy and deliverables for position-related areas and projects. * Supports other CELCS initiatives, programs, and events. * Performs other administrative responsibilities as needed, such as purchasing, reimbursements, and coordinating student awards. * Serves on a CELCS work group to potentially include scheduling and leading meetings. * Cooperates and collaborates with other employees in the spirit of teamwork and collegiality and interacts with confidence, patience and integrity to provide professional leadership during emergencies. * Ensures all service-related opportunities and expenditures fall in accordance with TU policies and procedures. Documents the development, planning, implementation, assessment, analysis and fiscal management of the Center’s civic and community engagement programs and services; maintains well-organized electronic records; produces thorough post-program reports. | 10% | X |
| **TECHNOLOGY**   * Oversees GivePulse and educates students, faculty, and staff on the platform, to include providing training. Continually ensures research and service learning best practices are being employed to maximize efficiency across responsibility areas, developing Center-wide processes, training, and updates. * Initiates, designs, executes, and oversees formal and informal methods to help students, staff, and faculty to optimize their engagement with Center-based research and service initiatives (e.g. training materials, presentations). * Works collaboratively with the marketing team and other staff to initiate and execute effective marketing campaigns related to functional areas. * Utilizes Asana, GivePulse, and Canvas on a regular basis for position-related initiatives. | 5% | X |

**ADDITIONAL DUTIES**

* Seeks out and participates in professional development opportunities to strengthen and develop skills and knowledge.
* Participates in mandatory and other university hosted training and development opportunities.
* Serves on campus-wide committees as directed by the supervisor.
* Cooperates and collaborates with other employees in the spirit of teamwork and collegiality and interacts with confidence, patience and integrity to provide professional leadership during emergencies.
* Complies with all Trinity University policies and guidelines.
* Performs other duties as required.

**EDUCATION**

Required:

* Bachelor’s degree from an accredited institution.

Preferred:

* Master's degree from an accredited institution in Higher Education, Education, Student Affairs, Community Engagement, Nonprofit Management, or a related field.

**EXPERIENCE**

Required:

* Three years of experience coordinating service learning, volunteer programs, nonprofit management, and/or other related programs.
* Experience with program assessment, development and evaluation of learning outcomes, or other relevant assessment experience.

Preferred:

* Five + years of experience overseeing service learning and/or other related programs.
* Experience in the design and implementation of assessment activities, including writing student learning outcomes.
* Supervisory experience.
* Experience leading and/or coordinating diversity, equity, inclusion and belonging-related service initiatives.
* Experience with data visualization.
* Budgeting experience.
* Experience with volunteer management.
* Experience with project management.
* Supervisory experience.
* Experience with budget management.
* Experience administering civic/community engagement programming and university/community collaborations within a higher education setting.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Required:

* Proven success designing and developing high-impact programs.
* Demonstrated ability to organize and work independently as a leader and as part of a team and a strong commitment to diversity.
* Ability to work with databases.
* Ability to give presentations and coach students.
* Ability to manage multiple projects simultaneously, balance priorities, and meet deadlines.
* Strong communication, research, and analytical skills (written and oral).
* Ability to quickly problem-solve and drive toward solutions with professionalism, self-assurance, and composure.
* Demonstrated interpersonal and relationship building skills including the ability to act as a representative of CELCS to external audiences.
* Must be able to work weekend, evening, and late hours as periodically necessary, to include occasional travel on behalf of the institution.
* Experience using business software (Word, Excel, Outlook, PowerPoint, Publisher etc.) and other relevant software/platform systems (Canva, Canvas, Blackboard, Banner, Give Pulse, Handshake, etc.).
* Strong interpersonal and customer service skills.

Preferred:

* Working knowledge of risk management issues within an academic setting.
* Project management experience (via Asana, Meister Task, etc.).
* Experience managing a Canvas or learning management system (LMS) page.
* Bilingual (English/Spanish).

**LICENSES/CERTIFICATIONS**

Required:

* Driver’s license.
* Ability to become van driver certified.

Preferred:

* Society of Experiential Education, Experiential Educators Academy certification.

**OTHER REQUIREMENTS**

All jobs require a current Criminal Background Check (CBC).

**SUPERVISORY RESPONSIBILITIES**

Assists in supervising student workers and may supervise staff.

**NUMBER OF DIRECT REPORTS**

None

**NUMBER OF INDIRECT REPORTS**

None

**SUPERVISION RECEIVED**

Limited supervision. Operates independently.

**INTERACTION**

Works alone

Works with other employees

Customer contact

Students

Alumni

Vendors

Public/Government Offices

**COMPUTER SOFTWARE**

Microsoft Excel

Microsoft Windows

Microsoft Word

Google Suite

Volunteer management technologies (GivePulse)

LinkedIn

Handshake

**EQUIPMENT**

Video/phone conferencing equipment

Computer

Laptop

Keyboard

Monitor

Printer

Phone

Fax machine

Scanner

**SECURITY SENSITIVE**

Each member of the faculty, staff and student body is responsible for carrying out campus regulations, procedures and practices and shall comply with federal, state and local laws related to security matters while on the campus or in the course of representing or conducting University activities.

**ATTENDANCE STANDARD**

Maintaining and satisfying minimum attendance requirements are an essential requirement of this position, including working all full-time regular hours as established by the supervisor in addition to any scheduled or emergency overtime.

**INTERNAL CONTROLS**

Applies to Supervisors (and above) and/or anyone with financial responsibilities. Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.

**DECISION MAKING**

Plans and performs complex work where only general policies or procedures are available.

**BUDGET RESPONSIBILITY**

Monitors budget activities and serves as the budget officer for the Trinity University Volunteer Action Community.

**FINANCIAL RESPONSIBILITY**

Less than $50,000 annually.

**PHYSICAL REQUIREMENTS**

Must be able to lift up to 15 pounds

**ENVIRONMENTAL CONDITIONS**

General office environment

Outdoors

May work in loud noises

**CHEMICAL EXPOSURE**

None