



Title: Service Learning Program Manager

Report to: Service Learning Program Director, IL

Location: Chicago, IL

FLSA: Full Time/Exempt

Schedule: Monday-Friday; one Saturday per month during academic year

How to apply: Please send cover letter and resume to: ILjobs@buildon.org

Overview of the Organization

buildOn is a not for profit organization working to break the cycle of poverty, illiteracy, and low expectations through service and education. buildOn runs intensive community service and service learning programs in 44 high schools across the U.S. buildOn empowers youth to contribute direct service to their communities – working with senior citizens, the homeless, and younger children – and through buildOn, students learn to see themselves as the solution, not the problem. They elevate expectations for their communities and themselves, and they develop character, grit, and determination to succeed. These same students help build schools in some of the economically poorest countries in the world. buildOn students have served over 1.6 million hours and have helped build more than 850 schools in Burkina Faso, Haiti, Nepal, Nicaragua, Malawi, Mali, and Senegal.

Overview of the Role

The Service Learning Program Manager oversees and leads all activities of buildOn's Service Learning program at one Youth Engagement Zone to drive student outcomes and achieve KPI targets. In doing so, the Service Learning Program Manager directly manages a Service Learning Program Coordinator and works very closely with that team members to implement the buildOn program at one partner high school. The Service Learning Program Manager partners closely with school administrators and faculty, as well as community partners to develop excellent service opportunities for students. The Service Learning Program Manager works closely with colleagues to plan and execute regional program events. Additionally, the Service Learning Program Manager oversees and leads recruitment and support of students for Trek for Knowledge and actively supports student involvement with special events, initiatives, and fund development opportunities in collaboration with other departments.

Key Responsibilities

- Oversee and lead all activities to drive student outcomes through quality Service Learning Programs across the Youth Engagement Zone.
- Develop the buildOn movement by achieving Key Performance Indicator targets to engage 150 students weekly to contribute 975 service hours and gain 150 education hours monthly.
- Directly manage staff including weekly 515s, performance evaluation process, and ongoing coaching and support.
- Support hiring processes to recruit and vet passionate, persistent, and talented individuals to join team.
- Support collaboration with Development team around fund development opportunities, including the Corporate Partnership Program.



- Support collaboration with Marketing team and involvement of students as part of special events and external communications to elevate student voice.
- Input accurate and complete data on-time through Salesforce.
- Establish, develop and maintain strategic partnerships including with school advisors, administrators, faculty, and support staff, and local community partners.
- Oversee and lead recruitment for Trek for Knowledge and support students to participate in the complete Trek experience – before, during, and after travel.
- Lead and support the planning and execution of all regional events, including Service Kick Off, Regional Service Projects, and other large-scale events.
- Manage the Youth Engagement Zone budget, including monthly account reconciliation, expense reporting, and ongoing tracking.
- Perform other duties as assigned by manager.

Required Qualifications:

- Personal commitment to buildOn's mission – the power of service to change lives, communities, and the world
- Committed to buildOn's core values of empowerment, responsibility, and compassion
- Extensive experience leading and participating in service learning (2-4 years)
- Proven record of effective nonprofit program management, including but not limited to achieving high quality results and managing staff performance (1-2 years)
- Strategic to investigate, plan, execute, and reflect with focus to continuously increase effectiveness
- Excellent skills to build relationships with staff, students, school administrators and faculty, and community partners
- Organized and disciplined with time to effectively manage multiple projects simultaneously
- Strong communicator
- Driven to achieve goals
- Excel to adapt in dynamic and fast-paced work environment
- Functional knowledge of regional school district(s) and educational and nonprofit landscape
- Extensive experience living and/or working in underserved communities
- Relevant educational background (Bachelor's degree required)

buildOn is an Equal Opportunity Employer. For additional information, please visit our website at www.buildon.org