



Title: Service Learning Program Manager

Report to: Program Director

Location: Chicago, IL

FLSA: Full Time/Exempt

Schedule: Monday-Friday; up to one Saturday per month during academic year for large-scale regional events

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

Core Competencies

- **MISSION:** Understanding of an commitment to buildOn's mission, methodology, and core values.
- **GRIT:** Tries really hard and never gives up on mission and getting results.
- **METHODOLOGY:** Demonstrates mastery and discipline around methodology.
- **PEOPLE MANAGEMENT:** Leads by example and elevates expectations around performance. Demonstrates or develops competencies around coaching and performance management.

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 is not a charity, it's a movement. In the United States, we run intensive service learning programs in 40 underserved high schools in six major cities. Through these programs, buildOn empowers youth to transform their communities through high-impact service. Over the last 27 years buildOn has empowered more than 100,000 urban youth to contribute more than 2.1 million hours of service that has touched the lives of more than 1.0 million people living below the U.S. poverty line. 97% of these youth graduate high school and nearly all of these go to college, even though 40% of the kids going to the same schools drop out.

Teams of buildOn students from our programs also fan out across the world to help build schools in the economically poorest countries on the planet. We have now built nearly 1,300 schools in Haiti, Nicaragua, Mali, Burkina Faso, Senegal, Malawi and Nepal. More than 2 million children, parents and grandparents have attended these schools so far, while more than 160,000 attend buildOn schools every day. 50% of all students are girls or women. Most importantly, community members have organized leadership committees and contributed more than 2.0 million volunteer work days to literally build their schools.

Overview of the Role

The Service Learning Program Manager oversees all activities of buildOn's Service Learning program at individual high schools to drive student outcomes and achieve rigorous KPI targets. In doing so, the Service Learning Program Manager directly manages a team of two to five Service Learning Program Coordinators and leads those team members to effectively implement the buildOn program at partner high schools. Program and staff management is the primary focus of the role, and direct work with students is secondary (variable, ~25% of time). The Service Learning Program Manager collaborates closely with buildOn team members, school administrators and faculty, and community partners to build and implement a program strategy to meet goals at each school through excellent service opportunities for students. The Service Learning Program Manager also plays a leadership role in planning and executing regional program events, Trek recruitment and support, as well as working closely with colleagues to engage students in immersions, special events, and fund development opportunities in collaboration with other departments.



Key Responsibilities

- Oversee all activities to drive student outcomes through quality Service Learning Programs across the across partner schools.
- Develop the buildOn movement by achieving Key Performance Indicator targets to engage hundreds of students to contribute 1,000+ service hours *every month*, focusing on direct service (70%).
- Directly manage team of two to four staff including weekly 515s, performance evaluation process, and ongoing coaching and support.
- Support hiring processes to recruit, vet, & hire passionate, persistent, and talented individuals to join team.
- Collaborate with Immersions team around immersive experiences, including *36 Hours* and *Partnership Program*.
- Collaborate with Development and Marketing teams around fund development opportunities, special events, and external communications to elevate student voice.
- Manage processes to ensure program data is input accurately and completely, on-time through Salesforce.
- Establish, develop and maintain strategic partnerships especially with school administrators, advisors, and key community partners.
- Oversee Trek recruitment and retention to meet goals 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, Citywide Service, Celebrate buildOn!, and other large-scale events.
- Manage individual program budgets, including monthly account reconciliation and expense reporting.
- 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
- Nimble and adaptive 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