

## **CIVSA Intern**

### **Institution Description:**

Founded in 1914, Johnson & Wales University is a private, nonprofit, accredited institution with nearly 8,700 graduate, undergraduate and online students across its campuses in Providence, Rhode Island and Charlotte, North Carolina.

An innovative educational leader, the university offers undergraduate and graduate degree programs in arts and sciences, business, engineering, food innovation, hospitality, nutrition, health and wellness. It also offers undergraduate programs in culinary arts, dietetics and design. JWU's unique model provides students with personalized attention, academic expertise and industry connections that inspire professional success and personal growth.

The Providence Campus is the university's original campus, with a diverse student body of 5,083 students. The Downcity Campus, located in the heart of Providence, is home to the College of Business, the College of Hospitality Management, the John Hazen White College of Arts & Sciences, the College of Engineering & Design, and the College of Health & Wellness. A short distance south is the Harborside Campus, home to the College of Food Innovation & Technology.

### **Remuneration**

\$3,000 stipend for the summer, 10-Swipe Meal Plan per week

### **Room & Board Details**

Summer interns receive a private room in a shared apartment overlooking Narragansett Bay on our Harborside Campus. The apartment has four bedrooms, two full bathrooms, a full kitchen, and a free washer and dryer. The primary office for interns is located on our Downcity campus. JWU's bus system runs on a limited schedule during the summer months. We recommend at least one intern have a car for convenience. Interns are able to have their car free of charge.

### **Summary**

The CIVSA Interns work with the Enrollment Management\* staff on projects and programs connected to New Student Orientation (June), admissions daily tours, and Career Explorations (July\*). Interns will assist in supporting Student Assistants, also called the Collegiate Ambassador Team (CAT), who function as orientation leaders, tour guides, and mentors during these programs.

*\*Enrollment Management at JWU includes Admissions and Orientation.*

*\*Career Explorations is designed for high school students looking to explore careers at JWU. The program lasts three nights and includes meeting faculty, classes, talking to current students, and social activities. Many current students have found their connection to JWU through their participation in Career Explorations. The Collegiate Ambassador Team mentors these students, similarly to their role as Orientation Leaders during NSO.*

### **Essential Job Functions**

Visitor Program Development and Management

- Assist with preparation, management, and logistical support of summer programs.
- Coordinate registration, confirmation, and check-in processes for Daily Campus Tours.
- Serve as the host and lead greeter within campus Welcome Centers.
- Shadow and provide feedback on CAT campus tours.
- Serve as backup presenter for Admissions Counselors.
- Monitor and order Admissions marketing collateral within appropriate timeframe.
- Collaborate with Event Managers to implement training program assessment.
- Act as a liaison between Enrollment Management and other offices throughout the summer
- Address and resolve unexpected changes and challenges related to summer programs
- Aid in other complex administrative tasks as required by the Enrollment staff
- Serve as an administrator on duty and is “on call” in the first-year residence halls while Orientation and Career Explorations are in session.

#### Student Leader Training and Supervision

- Work with the Event Managers to develop and facilitate training for summer staff.
- Provide ongoing resources, feedback, and training to support staff development throughout the summer.
- Develop and oversee campus tour assessment.
- Work with Event Managers to create Ambassadors office and program schedule.
- Facilitate team-building activities, training sessions, and workshops designed to prepare CATs for summer programs
- Assist with mentorship and supervision of approximately 60 Student Assistants
- Coordinate administrative tasks for Student Assistants and ensure tasks are complete
- Communicate expectations and reminders to student assistants
- Foster a positive work environment with a good team spirit

#### **Minimum Requirements**

- High energy, resourceful, well-motivated self-starter
- Keen attention to detail
- Attentive to deadlines
- Comfortable presenting and speaking in front of large groups of people
- Excellent interpersonal skills

#### **Preferred Qualifications**

- Experience working in a role that mentors and leads others
- Previous experience in overnight summer programs
- Prior event planning and management experience

#### **Skill Development**

- Program planning
- Student leader training
- Supervision
- Workshop facilitation
- Office management

- Slate CRM
- When2Work

**Supervision**

The Admissions Event Managers serve as the primary supervisors of CIVSA Interns. Interns can expect supervision from the Admissions Event Manager regarding program coordination and execution and student assistant training and performance management of CATs.

**Time Commitment**

Office hours are 8:30 AM - 4:30 PM when not in session. During both NSO and Career Explorations sessions, interns will work outside traditional office hours in the morning and evening. Interns will work a five-day week, with two days off a week, while completing their internship. The ideal candidate will begin work in early May through mid-August. Start and end dates will be determined by mutual agreement.