Assistant Program Manager (APM)

Assistant Program Managers (APMs) are **undergraduate students** who comprise the student lead team in the Office of Student Transitions. APMs are not required to have previous Office of Student Transitions (OST) experience; however, previous student leadership experience is required. This is a 13-month position (November 2025 - December 2026) with some flexibility and opportunity for position renewal pending performance and development evaluations. It is expected that APMs commit to the position for the entire time, particularly the summer months. OST's peak months are during the summer and APMs are integral in the functionality of the office. OST understands that unforeseen circumstances occur at times and accommodates as best as possible. However, applicants will be asked to note any expected time commitments that would occur during the APM employment period (planned vacations, commitments) that would prevent them from being present during the employment period. APMs are required to participate on one of three committees in OST (see below for more information).

This position is in-person.

Job Description

- Assist with the overall operation and functions of OST.
- Serves as a member of one of the following OST Student Lead Teams: (1) Orientation & Transfer Student Services, (2) Fall Welcome, (3) First- & Second-Year Experience, (4) Front Desk/Peer2Peer eMentoring. More information is below.
- Actively participates on one of three committees: (1) Training, (2) Outreach, Recruitment, Hiring, (3) Communications. More information is below.
- Supervises and leads various student leader groups – Orientation Student Leaders, Fall Welcome Ambassadors and First- & Second-Year Experience Co-Facilitators.
- Meets weekly and communicates regularly with their assigned Program Manager.
- Actively participates and attends regular APM team meetings.
- Assists with various activities related to Orientation, Fall Welcome, Peer2Peer, Transfer Student Services and First- & Second Year Experience (planning, implementation, and execution).
- Participates in training programs, student staff retreats and student hiring process.
- Completes all other duties as assigned by OST professional staff.

Requirements

- A cumulative grade point average of at least 2.7 or higher.
- Sophomore or higher standing at the start of the Spring 2026 semester.
- Enrolled in 6+ credits as a WMU student for fall/spring semesters.
- Student leadership experience.
- **Attend all staff meetings and training sessions including the following preselected dates:**
  - **Friday, November 14, 2025, 12pm-3pm (training)**
  - **Friday, January 30, 2026, 2pm-5pm (training)**
    - **Bi-weekly in person staff meetings, Fridays 12:30pm – 2:00pm**
      - **Beginning on Friday, January 9 through the Spring Semester**
- Ability to work independently in and out of the office.
- Ability to be flexible regarding work hours and conditions.

- Follow both written and verbal instructions.
- Work as part of a team and be a positive role model for others.
- Excellent written and verbal skills with attention to detail.
- Strong familiarity of the many WMU programs and services available to students.
- May require some lifting and physical endurance.
- This position is **in-person**.

Desired Skills
- Program planning experience.
- Ability to lead others using organizational and managerial skills.

Assistant Program Manager Lead Teams
APMs are one team that work together through all the programing in the Office of Student Transitions; however, you will be assigned a lead team to focus on specific tasks and responsibilities. You will have opportunities to share your preference of lead teams, but the final decisions and assignments are determined by the Program Managers. If you are interested in becoming an Assistant Program Manager, be prepared to work on any one of the following teams:

- **Orientation & Transfer Student Services**
  - APMs working on this team will assist with all aspects related to Orientation & Transfer Student Services
  - Collaborate with WMU departments and student organizations
  - Supervise, train, and lead a group of orientation leaders.

- **First & Second Year Experience**
  - APMs working on this team will assist with all aspects related to First- & Second-Year Experience
  - Communicate urgent information to co-facilitators throughout the fall semester
  - Provide support resources to greater enhance the co-facilitator's classroom experience
  - Supervise, train, and lead a group of co-facilitators.

- **Fall Welcome**
  - APMs working on this team will assist with all aspects related to Fall Welcome
  - Plan and facilitate many of the events and after dark activities during the week
  - Coordinate with local businesses to obtain sponsorships and prize giveaways
  - Collaborate with WMU departments and student organizations
  - Supervise, train, and lead a group of ambassadors.

- **Front Desk / Peer2Peer**
  - APMs working on this team will assist in all aspects related to the Peer2Peer Program
  - APMs working on this team will be responsible for staffing the OST front desk
  - Coordinate and execute the Student Shift Podcast
  - Create and schedule social media content in relation to the Peer2Peer Program

Committees
Several responsibilities stretch across the various programs in OST. As a result, APMs will serve on one of the following committees to create opportunities for collaboration and execution of these responsibilities.
- **Outreach, Recruitment, & Hiring**
The Outreach, Recruitment, & Hiring committee will be responsible for planning and organizing the outreach, recruitment, and hiring process for programs like Orientation, Fall Welcome, and First-Year Experience.
  - Creating and attending tabling events on campus to increase OST presence and promote OST social media and job opportunities.
  - Reaching out to organizations and departments on campus to give presentations on OST and upcoming leadership opportunities
  - Planning and scheduling interviews

- Booking rooms and handling other event details related to hiring (supplies, interview questions, etc.).

- **Training**

The training committee is responsible for planning and organizing the training for programs like Orientation, Fall Welcome, and First-Year Experience. These trainings prepare peer leaders to support new students.
- Planning and scheduling training sessions.
- Inviting guest speakers and sending emails (invitations, thank-you notes, and reminders).
- Booking rooms and handling other event details related to training (supplies, slides, materials, etc.).

The training committee will also be responsible for assisting with the training and onboarding of the coming year APMs.
- Assist program manager with e-learning onboarding course
- Plan, organize, and/or update onboarding checklist

- **Communications**

The Communications Committee is responsible for handling all the ways we share information. This includes social media, sending important emails, and making sure everyone knows what is going on inside the office.
- Social Media: Creating and posting content regularly on the OST social media (Instagram & TikTok)
- Internal Communication: Writing newsletters or updates for students and staff. Making sure everyone in the department knows about major events, deadlines, or changes.
- Event Promotion: Helping spread the word about events and programs by creating flyers, posters, and/or digital ads
- Email management: Sending out reminders, thank-you notes, and announcements through email, making sure messages are clear and reach the right people.
- Website updates: Making sure the OST website has the most up-to-date information, such as new events, resources, schedules, applications, etc.
- Feedback and Improvement: Gathering feedback on how well communication works and making improvements.

Pay and Work Hours

$13 per hour – Work hours will vary depending on workload and time of year. Expect at least 8 to 15 hours per week and up to 40 per week (flexible) during peak programming periods such as Orientation in May/June and Fall Welcome in August. In addition to pay, you will be provided with WMU apparel and swag, as well as an official WMU nametag.

Please Note:
- This position requires in person work hours, especially during the summer
- APM work hours increase during the summer months (May, June, July, August.)
- Due to OST's programmatic calendar structure, **it is strongly not recommended** APMs take summer classes.
  - Any student who **is enrolled** in classes at any time during the academic calendar (including summer sessions) is limited in the hours they may work per week (20 hours for international students, 25 hours for domestic students).
  - Any student (international & domestic) who **is not enrolled** during the summer sessions can work 39 hours per week.
  - Students do receive overtime if warranted. International students cannot qualify for overtime.
  - For additional information regarding student employment hours, click click here.

TO ACCESS THE APPLICATION, CLICK HERE.

Applicants are asked to upload a resume. At a minimum, please include the following information on your resume: name (first and last), preferred name, phone number, address, previous colleges/universities attended, academic standing (FR, SO, JR, SR), major(s) and minor(s), cumulative WMU GPA, honors and awards, and any student organizations, leadership positions held, and job experience (volunteer and paid) that will benefit you for the APM position.