

Social & Community Service Manager.



Social and community service manager is the founder of a community or organization where they also act as the liaison between an organization and its audience. Their responsibility depends on the organization's structure. Generally, the manager has the key-plan for their future plans, manages the staff and volunteers, and acts as the steering committee in the projects done by the organization for the purpose of encouragement and evaluation.

Character: ES



Enterprising (Persuader) – occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.



Social (Helper) – occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

Expertise

- **Service Orientation** – actively looking for ways to help people.
- **Social Perceptiveness** – being aware of others' reactions and understanding why they react as they do.
- **Coordination** – Adjusting actions in relation to others' actions.
- **Active Listening** – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Active Learning** – understanding the implications of new information for both current and future problem-solving and decision-making.

Day-to-Day Tasks

- Direct activities of professional and technical staff members and volunteers.
- Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.
- Research and analyze member or community needs to determine program directions and goals.
- Represent organizations in relations with governmental and media institutions.

Work Setting

- Extremely important to work in a group.
- Having constant contact with many people.
- Face-to-face discussions are as important as e-mail or telephone conversations.

Knowledge

- **Customer and Personal Service** – knowledge of principles and processes for providing customer and personal services. This includes customer-needs-assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Administration and Management** – knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Education and Training** – knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Personnel and Human Resources** – knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Education

To own a community where you act as the manager, a person does not need a particular degree, yet it requires several skills and knowledge to build a community. In addition, if a person wants to be specialized in this field, social science majors can help, such as:

- Sarjana Psikologi (S.psi), Universitas Indonesia
- Sarjana Ilmu Komunikasi (S.I.Kom), Universitas Indonesia
- Bachelor of Art (Hons) - Social Care and Community Practice, University of Northampton, United Kingdom

Award

- Forbes 30 Under 30