

Bill de Blasio
Mayor, City of New York

Patricia Eng
NYC Chief Service Officer

2019-2020 NYC Service Fellowship Program

Position Description

The mission of NYC Service is to promote volunteerism, engage New Yorkers in service, build volunteer capacity and mobilize the power of volunteers and service year members to impact New York City's greatest needs.

Each NYC Service Coordinator reports to a direct supervisor, but also works with other members of the NYC Service leadership team and staff on a daily basis.

Capacity Building Coordinator

The Capacity Building Coordinator will focus on volunteer capacity building initiatives that support nonprofits across the City, reporting to the Capacity Building Manager and collaborating with other NYC Service staff, including a Capacity Building VISTA and additional Capacity Building Coordinator.

Key responsibilities include the following:

NYC Service Enterprise

- Coordinate [NYC Service Enterprise](#), a strategic volunteer planning change management program for nonprofits:
 - Manage partnerships with three hub organizations and collectively oversee 11 organizations, working towards Service Enterprise certification and revitalizing their volunteer programs
 - Consistent communication via check ins with Hubs, including tracking Hub and Organization progress throughout year
 - Problem solving when challenges arise and proposing solutions and timetable
 - Tracking and analyzing data collected via evaluation tools
- Build and implement support opportunities for all NYC Service Enterprise certified organizations (currently 42 nonprofit organizations¹)
- Coordinate/liaise with NYC-Based Service Enterprise Trainer and Points of Light partners

¹ As of May 6, 2019.

8.6 Million New Yorkers. Together, Serving Each Other.



Civic Impact Grant²

- Plan and launch Civic Impact Grant opportunity targeting NYC nonprofit organizations that have partnered with NYC Service to build or expand their volunteer programs to better serve their mission and communities
- Coordinate announcement, application process, and overall program implementation
- Track results and report to Capacity Building Manager

NYC Nonprofit Board Development Coalition

- *Overall Coalition Coordination:*
 - Coordinate and participate in meetings (quarterly or semi-annual) with 12-20 organization coalition
 - Coordinate and participate in Coalition subcommittee meetings and move projects along according to subcommittee developed timelines
- *NYC Good Governance Blueprint:*
 - Survey and evaluate Good Governance Summer Academy Training Series results from 2019
 - Launch Good Governance Summer Academy Training Series in 2020, coordinating with Coalition Subcommittee, and evaluate results.
 - Update the *Blueprint*, as needed
- *NYC Board Diversity, Equity, and Inclusion Action Plan:*
 - Help strategize and implement next steps with Coalition in 2019 using action items/recommendations documented in NYC Service's 2018 report [*What Lies Beneath: The State of NYC Nonprofit Board Diversity, Equity, and Inclusion.*](#)

Advance NYC Service mission, values, and goals

- Represent NYC Service at select events.
- Be available on select weekends and on select evenings throughout the Fellowship for projects.
- Support City initiatives as needed, including but not limited to possible emergency response (*e.g.* evacuation shelters, etc.).
- Provide project support with other service activities and programs, as needed.

Skills

- Bachelor's Degree (Minimum)
- Commitment to service year programs and volunteerism (service year alumni a plus)
- Self-starter with strong work ethic and a flexible work style in a fast-paced environment
- Prior experience conducting trainings a plus
- Capable of managing against goals and working under tight deadlines
- Excellent computer skills with proficiency in MS Word, Excel, Publisher, and PowerPoint, Outlook
- Excellent written, editing and verbal communication skills with the ability to present information clearly and creatively
- Excellent interpersonal skills including the ability to relate to and provide support for internal staff and external partners

² Pending approval for program launch.

- Experience in relationship management
- Experience with project management
- Excellent organizational skills
- Ability to work both independently and as an effective team member
- Ability to manage many projects simultaneously
- Exceptional attention to detail
- Experience collecting and analyzing data a plus
- Ability to work beyond traditional working hours and schedules, as needed