

Bill de Blasio
Mayor, City of New York

Laura Rog
Acting NYC Chief Service Officer

2021-2022 NYC Service Fellowship Program

National Service Operations Coordinator

The mission of NYC Service is to build partnerships to deepen and expand civic engagement through volunteer and service programs, creating sustainable change for our 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.

Position Description

The National Service Operations Coordinator will support NYC Service's four national service (AmeriCorps) programs, reporting to the Service Year Operations Manager.

Key responsibilities include the following:

Cross-Program Operations (Approx 70% of time)

- Develop and coordinate the monthly collection and reporting of metrics from organizational partners and members
- Analyze data from member and host site pre- and post-service surveys, monthly reports and member evaluations throughout the service year
- Prepare data for presentation in various formats including visual tools and written reports for use in funder and other stakeholder reports
- Manage the external evaluation process for two large-scale evaluations on program effectiveness and alumni impact
- Support the upkeep of team manuals including the operations manual, program handbooks and, with the Recruitment Coordinator, outreach & recruitment guide
- Support the AmeriCorps member onboarding process, including reviewing member documents
- Support and lead on specific elements of the AmeriCorps compliance process, which includes quarterly reimbursement reports, progress reports and site monitoring
- Participate in the recruitment process for AmeriCorps members including attending career fairs, conducting phone screens and assisting in the interview matching process between applicants and host sites
- Lead an internal national service team committee (comprised of 3-4 members) to plan and launch cross-NYC Service AmeriCorps programming

8.6 Million New Yorkers. Together, Serving Each Other.



NYC VISTA (Approx. 30% of time)

- Lead aspects of program administration for the NYC VISTA program, which may include AmeriCorps compliance and ensuring member files are up to AmeriCorps standards and expectations, program reporting and performance measure monitoring, supervisor engagement
- Collaborate closely with and support the VISTA Leader, who serves in a mentorship capacity with the NYC VISTA members.

Advance NYC Service mission, values, and goals

- Represent NYC Service at select events
- Assist with the provision of monthly content for social media platforms and the NYC Service e-newsletter
- Be available on select weekends and on select evenings throughout the Fellowship for projects
- Provide project support with other service activities and programs, as needed, including emergency volunteer response
- Support City initiatives as needed, including but not limited to possible emergency response and recovery

Skills

- Bachelor's Degree (Minimum)
- Commitment to service year programs and volunteerism (service year alumni a plus)
- Capable of managing against goals and working under tight deadlines
- Strong written and oral communicator
- Experience in relationship management
- Experience with project management
- Strong computer skills
- Excellent organizational and administrative skills
- Ability to work both independently and as an effective team member
- Ability to manage many projects simultaneously
- Ability to work beyond traditional working hours and schedules
- Ability to think creatively
- Bilingual abilities a plus