



Eric Adams  
Mayor, City of New York

Laura Rog  
NYC Chief Service Officer

## 2022-2023 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.

#### **National Service Operations Coordinator – Position Description**

One NYC Service Coordinator will support NYC Service's four national service (AmeriCorps) programs, reporting to the Deputy Chief Service Officer, National Service + Fiscal Operations.

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
- Lead the team through the editing, redesign and publication of team manuals including the operations manual, program handbooks and, with the Recruitment Coordinator, outreach & recruitment guide
- Support the AmeriCorps member onboarding process
- 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.

**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.
- 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)
- 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
- Bilingual abilities a plus
- Creativity and a sense of humor and of the possible

**New York City Residency Is Required Within 90 Days of Appointment**

**The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity,**

**national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.**

**The Adams Administration values diversity — in backgrounds and in experiences that is reflective of the city it serves. Applicants of all backgrounds are strongly encouraged and welcomed to apply.**

*As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.*