

Bill de Blasio  
Mayor, City of New York

Laura Rog  
Acting NYC Chief Service Officer

## 2021-2022 NYC Service Fellowship Program

### Neighborhood Strategy and Engagement 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.

#### **MOIA Volunteer Coordinator – Position Description**

The MOIA (Mayor's Office of Immigrant Affairs) Volunteer Coordinator will work with staff to advance MOIA's volunteer initiatives, collaborating with other volunteer program managers in and outside of MOIA, with sister agencies and local community-based organizations and other partners, to outreach to, recruit, train and onboard MOIA's growing volunteer pool. Due to the substantial growth of our volunteer pool and an impressive civic response from New Yorkers eager to stand with and support the Mayor's efforts to protect immigrant communities, MOIA's volunteer program has grown by 200%, to 600 active volunteers.

Key Responsibilities (include but are not limited to):

#### ***Recruitment, Management and Engagement of Volunteers (MOIA Volunteer Program):***

- Respond to and manage requests for volunteers both internally at MOIA and externally with other City agency partners
- Develop new and grow existing relationships with other City agencies and immigrant-serving community-based organizations, Colleges and Universities MOIA currently works with to both recruit volunteers as well as offer additional volunteer opportunities
- Recruit and engage immigrant volunteers across MOIA's volunteer programs (ActionNYC, IDNYC, Know Your Rights, Special MOIA Events, Citywide Days' of Action, and We Speak NYC among others)
- Assist in coordination of volunteer trainings and events across all MOIA programs
- Assist in placing volunteers in a wide variety of volunteer opportunities
- Provide other support to senior staff on MOIA's current initiatives
- Provide guidance and direction to Volunteer Associate
- Provide weekly reporting for Outreach/Community Services team
- Actively manage the volunteer management platform and update volunteer opportunities as appropriate

#### ***Volunteer Tracking***

**8.6 Million New Yorkers. Together, Serving Each Other.**

253 Broadway – 8th Floor ♦ New York, NY 10007 ♦ 212-788-7550 ♦ [www.nyc.gov/service](http://www.nyc.gov/service)

- Lead recruitment of new and engagement of incoming volunteers by managing communication through the MOIA volunteer inbox, track volunteers hours and engagement via the volunteer management system schedule and execute volunteer training opportunities, coordinate volunteer participation at events, and other individual volunteer assessments and milestones
- Completion of quarterly and annual reports to NYC Service with support from Volunteer Associate, Community Services Manager and Director of Intergovernmental Affairs

### ***Volunteer Liaison***

- Serve as a liaison between volunteers, volunteer Leaders and organizers
- Receive and fulfill requests by MOIA staff and external partners for volunteers
- Keep track of each request and utility of volunteers and complete bi-weekly reports
- Host and coordinate regular volunteer meetings with other Volunteer program managers and staff
- Create strategies to unify and close communication gaps between MOIA volunteer programs

### ***Volunteer Training and Expansion***

- Schedule and lead ongoing MOIA volunteer trainings across the five boroughs or host online trainings using platforms such as Zoom and WebEx
- Develop a resource library with training videos and content, accessible to current volunteers, to stay informed and receive real time volunteer program updates
- Continue to grow and expand LEP volunteer trainings in other languages as appropriate (i.e. Spanish, Haitian Creole, Chinese, Korean, Bengali and others)
- Lead internal staff trainings on how to recruit and work with volunteers

### ***Volunteer Associate Supervision***

- Guide and supervise tasks performed by Volunteer Associate, checking regularly that data is entered correctly and in a timely manner
- Jointly outreach and engage with volunteers and inform communications to volunteers

### ***Support Community Services Team***

- Assist with answering and tracking incoming constituent phone calls and provide appropriate referrals
- Assist on special projects and events as needed (i.e. Immigrant Heritage Week in April, Immigrant Heritage Month in June)

### **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

- 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
- Full proficiency in reading, writing and speaking Spanish, Mandarin, Bengali, Urdu, French, Korean or Haitian Creole preferred.