

**Bill de Blasio**  
Mayor, City of New York

**Laura Rog**  
Acting NYC Chief Service Officer

**2020-2021 NYC Service Fellowship Program**

**National Service Program Coordinator**

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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 Program Coordinator – Position Description**

Four NYC Service Coordinators will support NYC Service's national service (AmeriCorps) programs, reporting to the Managing Director, Service Year Programs.

Key responsibilities include the following:

**Serve as coordinators for NYC Service AmeriCorps Programs**

- Oversee approximately 40 AmeriCorps serving at host sites across the City, conducting site visits and supporting members throughout their service term; ensure compliance of said members on AmeriCorps procedures and processes.
- Manage relationships with host site supervisors and NYC Service AmeriCorps members.
- Manage aspects of NYC Service AmeriCorps program compliance.
- Coordinate the monthly collection and reporting of metrics from AmeriCorps members and organizational partners.
- Write elements of funding mid-term and final reports and provide program information support on grant funding requests.
- Design and execute service days for NYC Service AmeriCorps members.
- Update existing and create new content for the member and supervisor handbooks, program manual and NYC Service operations manual.
- Coordinate member committee meetings on member experience, training, and teambuilding/network events.
- Manage aspects of program development and logistics for NYC Service AmeriCorps training and events.
- 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.

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

- Lead an internal national service team committee (comprised of 2-3 members) to plan and launch cross-NYC Service AmeriCorps programming.

### **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 national service programs and volunteerism (national service 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 the possible