

City Service Corps Position Description Form

Title of City Service Corps Member: Volunteer Outreach Coordinator
of Members Assigned to Project: 1
Sponsoring Organization: NYC Service, Office of the Mayor Project Name: City Service Corps
City Agency & Division: NYC Department of Records and Information Services/ External Affairs
Location: 31 Chambers Street, NYC 10007
Schedule: Monday – Friday, 9AM to 5PM (maximum of 4 evenings and/or weekends a month)

PLEASE NOTE: The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved by NYC Service.

Assignment Objectives and Member Activities (September 2024 – June 2025)	Planned Period of Work
<p>Goal of Project:</p> <p>The project goal is to provide a diverse public with access to City government’s records and engage the public in, one, using the government records and, two, adding to them through community-based initiatives. The AmeriCorps member will continue to develop the volunteer program in alignment with those two project goals. One, to support the agency’s efforts to expand the number of tours of our collections and landmark building offered. Two, to engage passionate and dedicated New Yorkers (with various skills and abilities) in a community-based project capturing audio-recorded interviews of long-time residents of New York City neighborhoods; development of curriculum aides and educational programming for K-12 students and educators; and transcription projects of material in the collections of the Municipal Archives and Library to increase accessibility.</p>	<p>Sept. 2024 to June 2025</p>
<p>Objective 1:</p> <p>The AmeriCorps Member will become familiar with existing processes, procedures and other administrative tools used to recruit, onboard, and monitor agency volunteers, including updating volunteer tracking sheet. The Member will become familiar with the agency’s structure, including the role of each division.</p> <p>Member Activities:</p> <ol style="list-style-type: none"> 1. Meet with all members of External Affairs Unit to discuss roles and where other team members have worked to support the Volunteer Outreach Coordinator in the past; 	<p>Sept-October 2024</p>

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<ol style="list-style-type: none"> 2. Meetings with the agency head and the directors of the Municipal Library, Archives, and Records Management to learn the agency’s mission, gain an understanding of the work of each division, important projects underway, and the ways that each team has worked/will work with the External Affairs unit; 3. Review transition documents folder, Great Volunteer Management System handbook, volunteer tracking documents to understand existing systems and identify areas for improvement or modification; and 4. Develop long-term roadmap for volunteer outreach that includes priorities, activities, and staff roles. 	
<p>Objective 2:</p> <p>The AmeriCorps Member will familiarize themselves with training for all volunteer opportunities, including the Neighborhood Stories volunteer projects and become prepared to participate in the Neighborhood Stories training, along with other staff. The Member will also be able to conduct outreach regarding volunteer opportunities and be comfortable describing the work of the agency and the volunteer opportunities available at community or virtual events.</p> <p>Member Activities:</p> <ol style="list-style-type: none"> 1. Review the Neighborhood Stories sites and existing training materials; 2. Revise and/or create outreach materials to present informational sessions on the Neighborhood Stories project and other volunteer opportunities; 3. Schedule and promote monthly informational sessions about DORIS, our volunteer and education programs, and each of the volunteer projects; 4. Join the Director of External Affairs in hosting an informational session or presentation at least two times, develop your own presentation script, and practice presenting material; and 5. Practice Neighborhood Stories training parts with other members of the unit. 	<p>Oct. 2024-Nov. 2024</p>
<p>Objective 3:</p> <p>Conduct continuous outreach for volunteers on all active volunteer projects, including email campaigns to recruit individuals and meetings (both in-person and virtual) with potential partner community organizations. Maintain engagement with volunteers who have already been onboarded, including staying in contact via email or phone, as well as planning and hosting appreciation events. Maintain up-to-date and accurate documentation on all volunteer engagement activities.</p>	<p>Oct. 2024-June 2025</p>

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<p>Member Activities:</p> <ol style="list-style-type: none"> 1. Develop resources for volunteers and the agency, including training materials, tour scripts, policies and procedures, and a volunteer handbook, etc.; 2. Recruit through email, phone calls, tabling fairs, and other outreach activities; 3. Host and attend community functions or recruiting events to promote the agency’s mission and attract qualified volunteer candidates; 4. Build purposeful and impactful partnerships with K-12 schools, charter systems, universities, civic groups, afterschool programs, community organizations, and other cultural institutions; 5. Outline structure and content of community engagement sessions; 6. Host or participate in a minimum of 8 community sessions; and 7. Develop a toolkit to be used to expand community partnerships. 	
<p>Objective 4:</p> <p>Work with other agency staff to develop regular touring of the agency’s exhibits and landmark building, including creating tour guide scripts and recruiting and helping to train volunteers with required experience. Explore digital ways that the tours can be provided to patrons, as well.</p> <p>Member Activities:</p> <ol style="list-style-type: none"> 1. Outline structure and content of tours of exhibits and building; 2. Develop outreach lists to recruit volunteers with experience as a tour guide, docent, etc.; 3. Develop tour guide script for history of building; and 4. Develop tour guide script for current exhibition. 	<p>October 2024-June 2025</p>

Preferred Skills and Qualifications

- Demonstrated writing and editing skills for public-facing communications.
- Careful attention to detail, strong organizational and project management skills.
- Experience with public speaking.
- A bachelor’s degree in communications, history, education or English highly desired.
- Previous experience with grassroots community engagement and volunteer services preferred.