

Alabama Governor's Office of Volunteer Services

Alabama State Service Commission

Outreach & Training Coordinator

Position Type: Full-Time, Appointed

Location: Montgomery, Alabama

Schedule: 8:00 am to 5:00 pm

Pay Range: \$38,000-\$45,000

Reports To: Sr. AmeriCorps Program Officer

Application: Resume, Cover Letter, Questionnaire

This is a full-time appointed position with the State of Alabama in the Governor's Office of Volunteer Services (GOVS). This non-merit position is in Montgomery, AL and serves at the pleasure of the Governor. This position is grant funded and continued employment is contingent upon available funding. The position offers a competitive salary and state benefits including health insurance, retirement, and annual and sick leave.

THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER. AmeriCorps Alums and individuals with national service experience are strongly encouraged to apply.

GOVERNOR'S OFFICE OF VOLUNTEER SERVICES MISSION

The Governor's Office of Volunteer Services is the Alabama State Service Commission, and our mission is to increase an ethic of service and volunteerism in the State of Alabama, strengthen the capacity of Alabama's faith and community-based organizations, and promote collaboration among individuals and organizations striving to meet some of the greatest needs in our state. This includes developing and supporting a network of AmeriCorps programs to expand their capacity to meet the state's greatest needs.

POSITION DESCRIPTION

GOVS is seeking a highly motivated, resourceful, and creative self-starter with good time management skills who works well in a team environment. Must be solutions-oriented, have excellent communication (both written and verbal) skills, and proficiency with Office 365 applications. Social media management experience is highly desired. This position is responsible for providing training and technical assistance to Alabama's AmeriCorps programs, managing statewide training events, special events and leading outreach efforts to increase awareness of national service.

MINIMUM QUALIFICATIONS

- 2 to 5 years of relevant work experience; at least one year of training management experience preferred.
- Graduation from an accredited college or university with major coursework in a relevant field, such as adult education, training and development, communications, public administration, organizational development, or human resources (in special cases equivalent work experience may be substituted).
- AmeriCorps or Peace Corps experience preferred, but not required.
- Experience working with nonprofit organizations is preferred, including faith-based and grassroots community organizations, and/or other social service sector organizations.
- Ability and willingness to work flexible hours and travel independently within Alabama and occasionally out of state. Driver's license required.
- Ability to develop and maintain a high-level professional of coaching, monitoring, and collaborative relationships, and commitment to teamwork.
- Ability to prioritize, problem-solve and get things done calmly in a fast-moving environment.
- Computer competency, including Office 365 programs (SharePoint, Outlook, Teams, Word, Excel), social media platforms, online training platforms. Experience with digital publishing software is a plus.

PRIMARY RESPONSIBILITIES

Recruitment and Retention Support

- Assists programs with setting, evaluating, and adjusting recruitment strategies to meet recruitment needs. Develops innovative and measurable processes for marketing to potential AmeriCorps applicants.
- Establishes and maintains partnerships with entities that can assist in achieving the AL AmeriCorps State member recruitment and retention goals.
- Attends college/university career fairs, alternative spring break sessions, and community service/service & leadership/public service informationals.
- Researches and provides recommendations on innovative approaches for increasing the effectiveness of each program's recruitment and retention efforts.
- Develops and extends recruitment strategies to engage local diverse community members. Identify diverse recruitment pipelines and convert prospective leads into applicants.

Training and Technical Support / Special Events

- Serves as a champion in developing a culture focused on mission, leadership, accountability, innovation, results, and kindness through feedback and coaching.
- Assesses and determines training needs for AmeriCorps State staff and members and convenes AmeriCorps VISTA and Seniors to understand training needs, develops Training Plan and Calendar for coming program year based on assessment, implements Training Plan and Calendar, and tracks participation.
- Leads efforts on annual statewide and regional trainings, National Days of Service, and special events/campaigns for AmeriCorps State subgrantees, potential subgrantees, and members.
- Coordinates logistics for in-person and virtual AmeriCorps staff and member training events.
- Assists the AmeriCorps subgrantees in developing and refining a comprehensive new member onboarding and training practices to ensure members are well positioned for service, and works to make sure members feel connected to the broader National Service network and culture.
- Works with new AmeriCorps subgrantees to establish and standardize orientation documentation and materials for member orientations.

Partnership Development

- Builds relationships with colleges/universities, local community organizations, and state agencies to host open house events to build national service awareness.
- Manages inquiries about hosting an AmeriCorps program or becoming an AmeriCorps member.
- Identifies opportunities to develop new initiatives and collaborations to support national service and volunteerism, including increasing Employers of National Service in Alabama, AmeriCorps Alums chapters, and Schools of National Service.
- Collaborates with staff and partners to conduct public relations campaigns to promote service statewide.
- Serves as a liaison to groups and associations as the need arises.

Communications

- Supports maintenance of the GOVS website in collaboration with other staff.
- Creates and edits various content for social, blog, and print media.
- Writes and edits/updates emails regarding policy changes, action alerts, event announcements, funding alerts, and e-updates.
- Develops and disseminates the quarterly AL AmeriCorps Program newsletter.
- Supports social media plan to promote national service, and gathers and shares member and program stories, photos, and videos.

Other Duties

- Assists with reporting to stakeholders such as AmeriCorps, the federal agency, Governor's Office, and state legislature.
- Oversees and enforces AmeriCorps and GOVS branding requirements and conducts branding compliance

monitoring, manages annual member and supervisor interviews for compliance.

- Collects and shares best practices among subgrantees.
- At times, may supervise a field-based AmeriCorps recruiter, intern, fellow, or other junior staff.
- May perform other duties as assigned consistent with the position's duties and responsibilities.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

- Excellent customer service skills, time management, and organizational skills.
- Ability to develop training materials and provide training/coaching related to grant requirements.
- Ability to research, interpret, apply, and communicate complex regulations, policies, and procedures.
- Ability to exercise sound judgment in making critical decisions; analyze complex information and develop plans to address identified issues; and effectively demonstrate negotiation and facilitation skills.
- Capacity to work independently, as part of a team, and collaboratively with a broad range of individuals and organizations.
- Thorough knowledge of principles, practices, and techniques related to designing effective engagement strategies, communication, collaborative decision making, consensus building, and meeting facilitation.
- Experience with management of training programs, delivery of training, and logistics management.
- Principles and practices of event planning and scheduling.
- Possess a high standard for good grammar, punctuation, spelling, proofreading, and attention to detail, and overall professional image. Excellent written and verbal communication.
- Maintain productive relationships and interface significantly with staff to provide assistance and communication regarding administrative details, operations, and other program items.

To apply, send cover letter, resume, and completed Outreach and Training Coordinator Supplemental Questionnaire to Info.AmeriCorps@ServeAlabama.gov. Please include "Outreach and Training Coordinator" in subject line.

Closing Date: Open until filled. Interviews will begin immediately.

For more information about our office, please visit www.ServeAlabama.gov