NYC Civic Corps
Member Position Description

Host Site Name: NYC Service

Position Title: Service Coordinator (SC)

Location: Snug Harbor Cultural Center & Botanical Garden (SHCCBG)

Tentative Schedule: Monday - Friday, 9:00-5:00

# of member Slots in this Position: 1

Need for the specific project on which AmeriCorps Member is serving:
Snug Harbor sees volunteer engagement as a crucial component of our organization's vision, seeking to meaningfully engage and develop our community, building civic mindedness through transformative experiences in the arts and sciences. To expand service and build capacity, we rely upon volunteers from many facets of our community, from college and high school interns, probationers, senior citizens, cognitively challenged emerging adults, and other devoted local supporters. The incoming AmeriCorps member will focus on developing supports for service at Snug Harbor Cultural Center & Botanical Garden, mainly a training manual including standard operating procedures, policies, and procedures, and provide a continuing point of contact and administration for volunteer service on the grounds. The Service Coordinator (SC) will work to further develop and implement Snug Harbor’s volunteer management system, coordinating outreach, intake, tracking, and assessment of volunteers, as well as identifying efficiency measures. The SC will also coordinate with the Farm Training Coordinator, the Environmental Stewardship Coordinator, and the Visitor Services Coordinator to optimize volunteer service at Snug Harbor.

Expectations and Goals for the specific project on which AmeriCorps Member is serving:
At conclusion of service, the member will have furthered the Staff Volunteer Management Handbook, supported by training manuals developed by the Farm Training Coordinator, the Environmental Stewardship Coordinator, and the Visitor Services Coordinator. This solidifies Snug Harbor’s role as a meaningful community partner, facilitating transformative experiences for all stakeholders. The SC will participate in assessing departmental needs, maintaining the volunteer service database, streamlining service tracking, and articulating points of financial investment. This success will be measured qualitatively through volunteer and volunteer manager assessments, as well as documentation of skills-acquisition. Quantitatively, success
will be determined by a couple of metrics. Firstly, levels of attrition in volunteer service will be tracked. Secondly, we expect an increase in volunteer hours. The SC’s work will provide a foundational component of volunteer management.

**Member Position Summary:**
The AmeriCorps member will join a fast-paced team, acting as a learning leader in the field, working with staff and volunteers to host the thousands of visitors to our 83-acre campus. Snug Harbor is an open park, home to 14 formal gardens, including the New York Chinese Scholar’s Garden, 10 acres of state-mapped wetlands, the Newhouse Center for Contemporary Art, and the sustainable production Heritage Farm. The SC will drive volunteer outreach and support onboarding while working with the Farm Training Coordinator, the Environmental Stewardship Coordinator, and the Visitor Services Coordinator. After mastering skill sets and understanding how task sets support the larger goals of Snug Harbor Cultural Center & Botanical Garden operations, the SC will serve as a volunteer administrative support, tracking skills acquisition and capacity gaps. The SC will also identify opportunities for volunteers to serve in multiple departments. Snug Harbor staff staff work in all weather conditions (including rain and extreme heat), while maintaining a fast and efficient pace. While previous experience is helpful, it is not required. Anyone with a strong work ethic and deep interest in learning through hands-on experience about the arts and culture sector, non-profit management, project management, and impact tracking should apply.

Snug Harbor will rely on the SC to move the development of our volunteer management system forward by focusing on the following: formalizing mechanisms for assessing departmental needs; developing a staff volunteer management handbook; maintaining the volunteer database; streamlining service tracking; and articulating regular points of financial investment. We expect additional tools and policy needs will emerge in the course of the member’s service. In order to onboard volunteers safely, the training manual will develop standard operating procedures, policy, and protocol in reference to Department of Labor and Occupational Safety and Health Administration regulations relevant to Visitor Services service.

**Detailed Tasks:**
- Serve as a first point of contact for volunteers, responding within 72 hours
- Manage the intake process for new volunteers
- Monitor volunteer registrations on a weekly basis
- Identify volunteer gaps to address through outreach
- Self-directed skill-building with Patron Manager or Volunteers For Salesforce
- Create, update, and maintain volunteer postings and confirmation language in Patron Manager / Volunteers For Salesforce and Snug Harbor event submission forms
- Review, identify, and develop resources for volunteers, including training materials, checklist, manual, etc.
- Further develop the Staff Volunteer Management Handbook
- Facilitate volunteer training for new volunteers, including acting as a clearinghouse for work plans and volunteer position descriptions
- Serve as an internal resource for SHCCBG staff on coordinating volunteer groups, providing logistics and management support
- Increase impact through continuous assessment of volunteer service
- Ensure all volunteer attendance is tracked and updated weekly
- Track progress of volunteer service
- Assist and record volunteer assessments
- Identify and document return volunteers and groups for regular recognition
- Manage volunteer group schedules and distribute weekly volunteer schedules
- Create volunteer information sessions for potential volunteers to learn more about the volunteer roles at Snug Harbor
- Create work plans and schedules for volunteer projects
- Analyze volunteer surveys to implement volunteer feedback
- Gain competencies in project management, from conception through planning and execution
- Communicate the vision and goals of Snug Harbor Cultural Center & Botanical Garden professionally with fellow staff, volunteers, customers, and visitors
- Ability to manage multiple tasks at once while managing your time well
- Ability to lift 50lbs regularly and be able to sit, stand, squat, kneel, bend, and crouch for extended periods of time
- Ability to work outdoors in all weather conditions
- Experience working outdoors in a physically demanding role
- Ability to learn new tasks quickly and execute them immediately
- Interest in learning about non-profit management and the arts and culture sector
- Ability to following all safety protocols
- Committed to being an active and flexible member of a small team

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**Required Skills for AmeriCorps Members (set for all program members):**
- Strong commitment to national service and the mission of the host site
- Desire to work in the non-profit sector
- Desire to serve with diverse communities
- Excellent organizational and communication skills
- Ability to conduct community outreach and make presentations to community groups
- Willingness to take initiative to achieve goals
- Strong project management/multi-tasking abilities
- A clear plan for living on the AmeriCorps stipend in New York City
- Availability to lead and/or attend events during evening and weekend hours (frequency varies by position)
- Minimum high school diploma or equivalency
- Ability to pass a criminal background check
- US Citizen or lawful permanent resident (AmeriCorps regulations)

**Preferred Academic or Experience Qualifications, Knowledge, Skills, and Abilities:**
Interest in ecology, urban planning, and/or workforce development
Familiarity with Excel
Familiarity with Google Suite, especially Google Drive, Google Sheets, and Google Docs

*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, fellows will be notified prior to
beginning the service year and the position description will be amended. All changes will be reviewed and approved in advance by NYC Service.