



Program Director

A national nonprofit organization, Cities of Service helps mayors and city leaders tap the knowledge, creativity, and service of citizens to solve public problems and create vibrant cities. Cities of Service provides technical assistance, programmatic support, planning resources, and funding opportunities to cities and their leadership.

Founded in 2009 by New York City Mayor Michael R. Bloomberg, Cities of Service was initially incubated within Bloomberg Philanthropies and began operating as an independent entity in February 2014. Today, Cities of Service supports a coalition of more than 235 cities whose mayors and chief executives represent nearly 55 million people in 45 states, and more than 10 million people in the UK.

Reporting to the Deputy Director, the Program Director leads a small team that manages a diverse portfolio of projects with cities. The Program team provides high-touch technical assistance and consulting to cities in the design and implementation of engagement programs.

Duties and Responsibilities

- Lead the program team in the creation and execution of a strategy for the day-to-day management and support of Cities of Service program portfolio including:
 - Technical assistance, including check-in calls and site visits, with cities implementing Cities of Service programming
 - Development of a community of practice among cities through in-person gatherings, digital information-sharing, and webinars that give cities an opportunity to learn from their peers
 - Support and training for a cohort of AmeriCorps VISTAs across the country
 - Management of a progress reporting system to track and evaluate efforts and outcomes achieved, success narratives, and financial progress for cities
 - Development of resources and enrichment materials on key strategies for cities
- Lead and refine a coalition member support strategy, including ways to engage with key stakeholders such as Mayors, Chief Service Officers, City Leads, and other stakeholders vital to the success of Cities of Service and each coalition member's individual work
- Serve as a key member of the Cities of Service team and contribute to the



growth of an early-stage nonprofit, including:

- Provide strategic input on organizational efforts
- Manage a rigorous internal reporting system to share updates from current partner cities with executive leadership
- Support and develop internal tools, including Salesforce, Teamwork, and Socialcast
- Liaise with peer organizations to identify potential partnerships
- Support fundraising efforts
- Represent Cities of Service and present on current work at external gatherings and conferences
- Plan, develop, and execute coalition-wide convenings, conferences, webinars, and other information-sharing strategies and related events, including drafting content and securing speakers
- Conduct in-person site visits to cities or travel to conferences; additional travel required to meet with city representatives at trainings and convenings
- Assist the Communications and Development teams in preparing case studies, reports, editorials on projects, and grant proposals
- Other duties as assigned

Qualifications

- Bachelor's degree required; master's degree preferred
- 7 to 10 years' work experience in the public and/or nonprofit sector preferred with experience in local government strongly preferred
- Experience in management consulting and/or citizen engagement preferred
- Experience in managing teams, including setting clear priorities, delegating tasks, and supporting staff
- Ability to position programming discussions at both the strategic and tactical levels
- Demonstrated project management experience
- Excellent organizational skills with a high-level of attention to detail and an ability to multi-task
- Academic and/or practical understanding of the fields of participatory design, deliberative democracy, co-design and facilitation a plus
- Outstanding written and verbal communication skills
- Strong public speaking and training skills
- Self-starter, able to work independently, and entrepreneurial
- Ability to work collaboratively, but know when/how to step in and lead
- Desire to change the world - one city at a time
- Sense of humor and ability to work in fast-paced, start-up environment



- Sensitivity to working with local government

To Apply

Interested applicants should submit a cover letter addressing interest, experience, and qualifications for position, along with a resume and writing sample to careers@citiesofservice.org.

Cities of Service is proud to be an Employer of National Service. AmeriCorps and Peace Corps alumni applicants will receive special consideration.