



Program Manager, Engagement Design

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 225 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 Program Director, the Program Manager, Engagement Design will help cities design and implement new, intentional strategies that engage citizens to help solve public problems.

Duties and Responsibilities

- Guide cities through the design and implementation of new or enhanced engagement strategies including:
 - Assess and identify training needs and skills/knowledge gaps
 - Conduct regular technical assistance check-in calls with cities to assess progress, address challenges, share solutions from other cities, and source best practices
 - Design and facilitate tailored “train-the-trainer” sessions for cities
 - Research, analyze, and craft recommendations, case studies, and enrichment materials around best practices in engagement
 - Create 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
 - Conduct in-person site visits to cities; additional travel required to meet with city representatives at trainings and convenings. Potential to travel to represent COS at external conferences.
 - Maintain a rigorous internal reporting system to track and evaluate progress and success narratives
 - Maintain updated curriculum database and training records
- Contribute to the growth of an early-stage nonprofit, including:
 - Support and develop internal tools, including Salesforce, Teamwork, and Socialcast



- Liaise with peer organizations to identify potential partnerships
- Represent Cities of Service and present on current work at external gatherings and conferences
- Help plan, develop, and execute coalition-wide convenings, conferences, webinars, and other information-sharing strategies and related events, including drafting content and securing speakers
- Assist the Communications and Development team in preparing case studies, reports, editorials on projects, and grant proposals
- Support and inform the development of new Blueprints and other step-by-step, outcome-focused toolkits for cities

Qualifications

- Bachelor's degree required; master's degree preferred
- 5 to 7 years' work experience in the public and/or nonprofit sector preferred
- Experience in local government, design, and/or management consulting preferred
- Academic and/or practical understanding of the fields of participatory design, deliberative democracy, co-design and facilitation required
- Familiarity with a range of facilitation techniques
- Understanding of social media or other technologies that can support and enhance engagement strategies
- Ability to command attention in a room full of government officials
- Demonstrated project management experience supporting complex initiatives to their completion
- Excellent organizational skills with a high-level of attention to detail and an ability to multi-task and manage multiple partners across multiple locations
- 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.