



Program Manager

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 Deputy Director, the Program Manager will manage a diverse city grant portfolio, providing high-touch technical assistance and consulting to grantees in the design and implementation of funded programs.

Duties and Responsibilities

- Lead the day-to-day management of Cities of Service grant programs, including:
 - Conduct regular technical assistance check-in calls with all grantee cities to assess progress, address challenges, share solutions from other cities, and source best practices
 - Conduct in-person site visits to all grantee cities; additional travel required to meet with city representatives at trainings and convenings
 - Create a community of practice among grantee cities through in-person gatherings, digital information-sharing, and webinars that give grantees an opportunity to learn from their peers
 - Support a cohort of AmeriCorps VISTAs across the country in partnership with an AmeriCorps VISTA Leader
 - Manage a progress reporting system to track and evaluate efforts and outcomes achieved, success narratives, and financial progress for grantee cities
 - Develop resources and enrichment materials on key strategies for grantees (e.g. marketing materials that grantee cities can customize; outreach guidance; research on cross-cutting subjects)
- Contribute to the growth of an early-stage nonprofit, including:
 - Maintain a rigorous internal reporting system to share updates from current grantee cities with executive leadership



- 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
- 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
- Manage and support one AmeriCorps VISTA Leader
- 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, management consulting, and/or citizen engagement preferred
- Demonstrated project management experience supporting complex initiatives to their completion
- Experience in coaching or teaching new techniques
- 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 writing and verbal communication skills
- Strong public speaking and training skills
- Self-starter, able to work independently, and entrepreneurial
- 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 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.