

Public Engagement Assistant

AmeriCorps, the federal agency for national service and volunteerism, brings people together to tackle the country's most pressing challenges. AmeriCorps members and AmeriCorps Seniors volunteers serve with organizations dedicated to the improvement of communities. AmeriCorps helps make service to others a cornerstone of our national culture. Learn more at [AmeriCorps.gov](https://www.americorps.gov).

AmeriCorps is Seeking a Public Engagement Assistant. The Public Engagement Team works collaboratively with offices across the agency and with external stakeholders to advance [AmeriCorps' strategic plan](#). The team coordinates and executes events where agency senior leaders (CEO, Board of Directors, Program Directors and Senior Advisors) represent the agency or engage with the public in an official capacity.

Apply on [USA Jobs](#) starting Tuesday, August 16.

Duties and Responsibilities:

- Manage incoming invitations received for senior leadership, including the Chief Executive Officer, ensuring each invitation is tracked and processed.
- Support travel & public engagements for senior leadership, including the Chief Executive Officer, Chief of Staff, Senior Advisors and Program Directors. This includes making travel arrangements and liaising with external stakeholders to plan itineraries for activities that advance AmeriCorps' strategic plan.
- Coordinates with internal stakeholders to prepare remarks, press, and congressional engagements.
- Support agency convenings, summits and other large events. This includes implementing project plans, coordinating logistical details, managing budgets, and keeping all internal and external stakeholders appropriately involved and informed.
- Support Senior Leadership, including the Chief Executive Officer at events as appropriate, ensuring they are appropriately briefed before and after the event and ensuring any follow up action is documented and carried forward.
- Prepare briefings or other written deliverables for senior level management.
- Serve as the central records repository for all official documents, actions, and decisions related to public engagement activities and support document management. Establishes and maintains an electronic depository of documents.



- Handle FOIA and other information requests assigned to the Public Engagement team by coordinating data compilation and responses to such requests, liaising with the Office of General Counsel and other agency offices as needed.
- Other duties as assigned

Supervisory Controls

The incumbent reports to the Director of Public Engagement who provides general supervision and guidance on policy and establishes overall functional objectives and expected outcomes. Day-to-day guidance is provided by the Public Engagement Specialist. The incumbent exercises judgment when addressing and resolving problems. Work requires detailed and accurate application of guidelines, procedures and regulations.

Competencies

Project Management - Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.

Organizational Awareness - Knows the organization's mission and functions, and how it's social and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules and regulations of the organization.

Partnering - Develops networks and builds alliances, engages in cross-functional activities; collaborates across boundaries, and finds common ground with a widening range of stakeholders. Utilizes contacts to build and strengthen internal support bases.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Problem Solving- Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Oral Communication and Written Communication - Makes clear and convincing oral presentations to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication. Expresses written facts and ideas in a clear, convincing and organized manner.

Accountability - Assures that effective controls are developed and maintained to ensure the integrity of the organization. Holds self and others accountable for rules and responsibilities. Can be relied upon to ensure that projects within areas of specific



responsibility are completed in a timely manner and within budget. Monitors and evaluates plans, focuses on results and measures the attainment of outcomes.

External Awareness - Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) for federal employees & job applicants](#)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

A reasonable accommodation is any change to a job, the work environment, or the way things are usually done that enables an individual with a disability to apply for a job, perform job duties or receive equal access to job benefits.

Under the Rehabilitation Act of 1973, federal agencies must provide reasonable accommodations when:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.

You can request a reasonable accommodation at any time during the application or hiring process or while on the job. Requests are considered on a case-by-case basis.

Learn more about [disability employment and reasonable accommodations](#) or [how to contact an agency](#).