



Director, Public Engagement

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 Director, Public Engagement that will lead a team to plan and execute events and initiatives including, but not limited to listening sessions, speaking engagements, summits and convenings, both virtual and in-person. The Director will work closely with senior leadership to create and implement a public engagement strategy in support of AmeriCorps goal and priorities. This is a highly collaborative position within a newly formed unit, and the Public Engagement team works closely with the Office of External Affairs, Office of Government Relations, partnership team, program teams and the Office of Regional Operations.

Apply on [USA Jobs](https://www.usajobs.gov) starting Tuesday, August 16.

Duties and Responsibilities:

- Oversee external public engagements for senior leadership (CEO, Board of Directors, Program Directors, and Senior Advisors) including speaking engagements, listening sessions, round tables and initiatives that drive AmeriCorps' goals and priorities forward
- Oversee the development and implementation of convenings and summits in alignment with AmeriCorps goals and priorities.
- Implement AmeriCorps' public engagement strategy including the establishment of performance measures, tracking and reporting systems, and documentation of impact in alignment with AmeriCorps' Strategic Plan.
- Direct, coordinate, and oversee the Public Engagement team. Provide administrative and technical supervision necessary for accomplishing Public Engagement strategy.
- Direct public engagement programs for AmeriCorps senior leadership; make decisions on work problems presented by subordinates; evaluates subordinates' performance and is the reviewing official on subordinate evaluations. Fosters effective communication, enforces standards for work produced, and supports team building philosophy, practices, and procedures to improve the overall public engagement program.



- Oversee daily business operations, including project management, financial and budgetary management. Provide administrative and technical supervision necessary for executing AmeriCorps' public engagement strategy.
- Collaborate with the Office of Regional Operations, Office of External Affairs, Office of Government Relations, the partnership team and program offices, to provide creative thought partnership on strategy for advancing cross-organizational initiatives.
- Perform public liaison functions to identify and attract public engagement opportunities for senior leadership, including partnering to co-create opportunities with the external stakeholders.
- Prepare and deliver briefings or other written deliverables for senior level management.
- Represent AmeriCorps at internal and external meetings and conferences, as appropriate.
- Serve as an advisor to senior leadership on policy matters related to public engagement events, protocol guidance, and strategy.
- Plan, direct and evaluate critical and operational planning, program development, and management and business services programs.
- Perform other duties as assigned.

Supervisory Controls

The incumbent reports to the Deputy Chief of Staff 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.

Technical Competencies:

- Experience planning, directing, and carrying out events, convening, and speaking engagements
- Understand and maintain a high level of awareness regarding local and national policies and trends that affect the organization and shape stakeholders' views.



- Experience applying project management principles in order to serve as an authoritative resource such as establishing priorities, developing plans and schedules, and determining resource requirements.

Competencies:

- **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.
- **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.
- **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.
- **Strategic Thinking** - Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.
- **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.
- **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.



- **Team Building** - Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

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](#).