

SERVICE ✦ YEARSM

Position Title: Service Year Exchange Associate

Department/Cross Functional Teams: Service Year Exchange Department

Position Location: Washington, DC

Reports To: Managing Director, Service Year Exchange

FLSA Status: Exempt

Background

A Shared Vision

Service Year Alliance believes that a service year should be a cultural expectation and common opportunity for every young American, and works everyday to realize that vision. The force of service at scale can repair broken cities, uplift and educate children at risk, and empower communities struggling with poverty. It could unite the most diverse nation in history, binding people of different backgrounds through common cause. It can inspire young Americans to serve for a year, and in the process, forge them into the leaders for life our nation needs.

Our North Star

On the path to our vision, our aim is that, within a generation, every year, one million young Americans engage in a service year, solving important problems while transforming their own lives.

Why Now: Broken Citizenship and Pressing Challenges

Today, the need for a common experience of citizenship in our country is more poignant than ever. We are drifting apart. Contrary to the illusion of constant connectivity, Americans are isolated from one another—geographically, ethnically, economically, religiously, and culturally. Traditional forms of civic participation have atrophied. Many Americans' sole contribution to the country is through paying taxes—not nearly enough to bind people to their communities. Only one in three eligible voters turned out in the last election. Less than one percent of Americans serve in the military. There's a chance—right now—to inspire a renewed sense of citizenship capable of solving our biggest challenges and creating the leaders our nation needs.

Neither the idea of national service nor our vision are new, but this moment in time tells us they are both deeply needed and never before more achievable.

Position Description

The Service Year Exchange Associate will work with the Service Year Exchange team on implementation and ongoing development of the Service Year Exchange. The Service Year Exchange is a dynamic online space that brings everyone together: young people seeking service year positions, organizations seeking corps members, and funders looking to support these efforts. The SYE Associate will implement certification, provide stellar customer support, and develop resources for host organizations to maximize their Service Year Exchange membership. This SYE Associate often serves as the first line of communication with many customers, therefore will be responsible for communicating the benefits of Service Year Exchange membership, coaching host organizations on how best to represent their service programs on the exchange, and troubleshooting any issues organizations may come across.

Responsibilities:

- Support the recruitment and onboarding of host organizations into the Service Year Exchange, including outreach at in-person events or through webinars, as well as providing customer support and technical assistance as organizations use the exchange and go through certification
- Conduct certification reviews to approve host organizations and certify service year positions
- Support Managing Director, Service Year Exchange and Chief Technology Officer with the development of new features by outlining requirements and quality assurance testing
- Maintain and analyze extensive datasets, including certification history, prospective customer lists, recruitment listing trends, customer satisfaction survey results and user testing feedback
- Analyze and translate host organization support requests and feedback into needed training resources, or improvements to the exchange, always working to improve the host organization experience with the exchange and the certification process
- Implement other operational activities related to host organization membership (i.e. quality assurance monitoring, crowdfunding administration, etc.)
- Provide overall logistical and administrative support to the Service Year Exchange department
- Serve on 1-2 cross -functional teams supporting our nine strategies
- Other duties as assigned

Requirements:

- Deep belief in service years to tackle our most pressing challenges, transform the lives of those who serve, and change the course of our country
- Humble leader with tremendous professional resolve
- Comfort with ambiguity
- Bias for taking initiative to create and own new opportunities
- Strong learning mindset
- Compelling writing, editing, and verbal skills
- Knowledge and understanding of AmeriCorps and the principles of national service
- 1+ years of experience in a nonprofit organization or national service program, preferred
- 1+ years of customer service experience

About Service Year Alliance

Service Year Alliance is a bipartisan organization committed to making a year of full-time service — a service year — a common expectation and opportunity for young Americans of all backgrounds. Expanding service years has the power to address our country's most pressing challenges, change the lives of those who serve, and unite our nation. Service Year Alliance is the result of a merger between the Franklin Project, ServiceNation, and the Service Year Exchange. The merger is an exciting indication of how passionate every person who works here is about our vision of transforming the nation through service: we put aside ego's, dissolved powerful brands, and altered our leadership structure not because it was easy, but because that's what our mission demands. SYA is a joint venture between Be The Change, Inc. and The Aspen Institute. Gen. (Ret.) Stanley McChrystal serves as the founding Chairman of our board. We are an equal opportunity employer and an *Employer of National Service*. AmeriCorps, Peace Corps, and other service year alumni are encouraged to apply, as are military veterans. Please indicate in your application if you have served in one of these programs. SYA is based in Washington, DC.

To apply for this position, please email your cover letter and resume to resume@serviceyr.org. Please no telephone calls or additional emails.