



# AmeriCorps Outreach Coordinator TQT

Mission:Ignite

Buffalo, NY 14210

Temporarily remote

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## Job details

### Job Type

Contract

### Number of hires for this role

1

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## Qualifications

### License:

- Driver's License (Preferred)

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## Full Job Description

### Outreach Coordinator

**Title:** Outreach Coordinator, Ignite Your Life AmeriCorps Member

**Location:** Mission: Ignite Powered by Computers for Children

**Reports To:** Community Account Manager

**Mission:** To enhance educational opportunities and enrich lives through technology

**Vision:** To be the community's leading technology resource for high-need populations and those that serve them

**Summary:** The Outreach Coordinator reaches out to the communities that Mission: Ignite serves through its programs, maintaining consistent communication and excellent service

### Programs:

Tech for All provides comprehensive support in technology, including access to the hardware, software, internet, and training to nonprofits and their clients.

Workforce Development increases the number and quality of underrepresented community members who obtain technology industry jobs.

Science, Technology, Engineering, and Mathematics (STEM) Out-of-School-Time Programming seeks to increase the number of underrepresented community members who choose STEM careers, close the digital divide, and educate in the benefits of technology proficiency beyond social engagement.

### **AmeriCorps Program Description:**

Ignite Your Life (IYL) enlists AmeriCorps members as key personnel to fulfill the goals of Mission: Ignite's programs, blending volunteer efforts with identified staff goals to serve as part of the Mission: Ignite team. IYL will recruit

AmeriCorps members to serve between November 1, 2020 and January 31, 2022 remotely, at Mission: Ignite's headquarters at 701 Seneca Street, Suite 601, Buffalo, NY 14210-1359, and in other locations throughout Western New York.

AmeriCorps gives US citizens and national or lawful permanent resident aliens the opportunity to engage in full- or part-time service to their community. Working through a grassroots network of more than 1,000 national and local nonprofit and faith-based organizations, AmeriCorps members solve problems and address local environmental, educational, economical public safety, or other human needs to make communities stronger. Working with national, state, and local nonprofit organizations, AmeriCorps members recruit and train volunteers, tutor and mentor at-risk youth, make schools and neighborhoods safer, build and rehabilitate homes, clean rivers and restore parks, help seniors live independently, provide health care in underserved rural and Native American communities, and provide emergency and long-term assistance to victims of natural disasters, among other things. AmeriCorps members serve in communities across America, in both urban and rural areas.

As ambassadors for the mission and as part of the Mission: Ignite team, IYL AmeriCorps members will participate in professional development and training opportunities, learning a variety of applicable skillsets that may be useful in future careers. The members will also participate in volunteer opportunities as part of AmeriCorps cohorts and develop a network of mission-minded people in the local region.

### **Duties and Responsibilities (include but are not limited to):**

- Provide excellent customer and beneficiary service
- Identify and reach out to target populations that could most benefit from Mission: Ignite's programs and services
- Develop and implement strategy as directed by leadership
- Support marketing and advertising as necessary
- Input data on those whom Mission: Ignite serves into its Client Relationship Software (CRM)
- Evaluate and improve the customer service atmosphere of the organization
- Provide regular updates about the impact, progress, and challenges of service and relationship development

### **Citizenship training and responsibilities:**

- Participate in AmeriCorps training and events as required and requested by the New York State

### **Commission on National and Community Service**

- Participate in and complete AmeriCorps citizenship training
- Participate in community service activities
- Participate in orientation training

### **Desired Traits:**

- Bachelor's degree or equivalent work experience in Business, Social Work, Marketing, or related
- Preferred experience in customer service, account management, or social support
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Excellent verbal and written communication skills
- Great proficiency in computer skills, Microsoft Office, and video conferencing.
- Very organized
- Basic understanding of the IT industry
- Culturally competent
- Strong project management skills, including timely and accurate completion
- Excels at operating in a fast-paced, community-oriented environment
- A team player

**Position Hours:**

- 1,200 hours three-quarters-time (TQT) AmeriCorps member
- ~30 hours per week

**Program benefits:**

- Living stipend of \$10,000 per year. Additional stipend based on experience.
- An Education Award of \$4,441.50 at completion of service
- Student loan forbearance and interest repayments for federal student loan through AmeriCorps
- Healthcare options
- Childcare, if qualified
- Mileage reimbursements for qualifying travel
- A desktop computer to keep after the service experience
- Training on topics, including computers, technology, Microsoft products, and other STEM concepts

**I have read the above AmeriCorps position description and understand my responsibilities.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

Job Type: Contract

Pay: From \$10,000.00 per year

Benefits:

- Employee discount
- Professional development assistance

Schedule:

- Monday to Friday

COVID-19 considerations:

We have a COVID response plan in place that will be reviewed before entry to facility.

License:

- Driver's License (Preferred)

Contract Renewal:

- Possible

Full Time Opportunity:

- Yes

Typical start time:

- 9AM

Typical end time:

- 5PM

Pay Frequency:

- Bi weekly or Twice monthly

Company's website:

- <http://join.missionignite.org/>

Company's Facebook page:

- <http://facebook.com/missionignitecfc/>

Benefit Conditions:

- Only full-time employees eligible

Work Remotely:

- Temporarily due to COVID-19

30+ days ago

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