



MASSACHUSETTS
SERVICE ALLIANCE

Recruitment Officer

About the Massachusetts Service Alliance:

The Massachusetts Service Alliance (MSA), established in 1991, is a private, nonprofit organization that serves as the state commission on community service. Through service and volunteerism MSA builds a stronger social fabric in our communities across the Commonwealth. We are committed to increasing the number of people engaged in meaningful volunteer and corps-based opportunities across Massachusetts that are both fulfilling for the volunteers and that meet critical needs in our community. As a dedicated partner to community organizations throughout Massachusetts, we are attuned to critical areas of need—from education and workforce development to health and the environment—and utilize volunteerism and service to address those needs in order to make our Commonwealth stronger.

The Massachusetts Service Alliance is committed to a just, equitable, diverse, and inclusive work environment. We carry these beliefs into our grantmaking, recruitment and support of board and staff, and how we support the service and volunteerism field in Massachusetts. We invite you to read [MSA's Justice, Equity, Diversity, and Inclusion Guiding Statement](#).

We care passionately about service and volunteerism and our employees. For more information about our organization, visit www.mass-service.org.

Job Description Summary: Corps-based service year programs in Massachusetts and across the nation are experiencing severe member recruitment challenges due to a variety of factors, in some cases recognized and understood and others still being explored. The Recruitment Officer will help better understand the recruitment landscape and develop and implement strategies to assist our Massachusetts AmeriCorps programs and the Commonwealth Corps program recruit a full and diverse corps of members in order to meet their individual service member enrollment goals. You will work alongside MSA staff to better understand the specific recruitment challenges facing the National Service field, take inventory of the existing resources used by our staff and partners, develop strategies to reach groups of people that have historically been underrepresented in service programs, and incorporate these elements into a coherent and sustainable plan for immediate and future use. The Recruitment Officer reports to the Director of Training and Technical Assistance and will work closely with the AmeriCorps Team, the Commonwealth Corps Team, Communications Associate, and the Director of Operations and External Relations.

What You'll Do:

- Strategy Development and Implementation
 - Provide guidance and develop strategies for MSA and our partners on inclusive and accessible recruitment practices

- Develop recruitment strategies with AmeriCorps programs and Commonwealth Corps host sites that are tailored to program focus, size and staff capacity, geographic areas, and applicant backgrounds.
- Create or identify tools that AmeriCorps programs and host sites can use for their own outreach efforts
- Develop strategies for alumni engagement in support of recruitment efforts
- Outreach, Marketing, and Partnership Management
 - Advise on social media strategy for member recruitment
 - Develop strategies to enhance word-of-mouth marketing efforts
 - Research and build a portfolio of contacts across regional partner organizations, colleges/universities, and high schools across Massachusetts.
 - Support virtual and in-person regional events to build and cultivate a regional applicant pipeline
 - Create and maintain a database of recruitment events, opportunities for listing member positions, and possible recruitment partners
 - Participate in discussions with national network of partners exploring recruitment challenges including: ASC (America's State Service Commissions), AmeriCorps Agency, Voices for National Service, and Service Year Alliance
- Training and Facilitation
 - Provide training for AmeriCorps programs and Commonwealth Corps host sites on best practices for recruitment
 - Facilitate resource sharing among partners to support recruitment
- Consultant Management
 - Identify areas where consultant support is needed
 - Recruit, supervise and coordinate consultants to support recruitment strategy

What We Are Looking For:

We are looking for someone to join our team who is collaborative and has a strong customer service orientation and commitment to quality and continuous improvement. The ideal candidate will bring a Justice, Equity, Diversity, and Inclusion lens to their work and have a mix of some of the experience and qualities listed below and a willingness to learn and grow in areas where they have less experience.

- Three to five years of experience in recruitment, outreach, marketing, talent, and/or partnership development, particularly in the National Service network.
- Someone interested in staying on top of recruitment and marketing trends and strategies in order to build a new approach to assisting Massachusetts National Service programs in recruiting a strong and diverse group of participants.
- An organized self-starter and someone who is able to work independently and collaboratively.
- Previous participation (as a member or staff) in a National or State Service program such as AmeriCorps, AmeriCorps VISTA, Peace Corps, or Commonwealth Corps is highly preferred.
- Experience with data management, data analysis and survey research methods is a plus.
- Comfort with presenting in front of a large group, both in person and virtually.
- Ability and willingness to travel independently within Massachusetts.
- High School degree or GED required. Bachelor's degree a plus or equivalent work experience.
- Bilingual in Spanish, Portuguese, Chinese, or Haitian a plus.

Compensation and Benefits: Salary range is \$58,300 -- \$68,900 annually and is commensurate with experience. Comprehensive benefit package including health and dental insurance and 401K with employer match. Professional development and training provided to support learning and continuous improvement.

MSA has a 2 days in-office/3 days remote hybrid work policy with flexibility.

To apply, please complete this application form: <https://www.tfaforms.com/5021193>

Applications will be considered on a rolling basis, however, all interested applicants are encouraged to apply as soon as possible.

Massachusetts Service Alliance is committed to hiring practices that support the values of a diverse workplace and reflect the composition of the Massachusetts communities it serves. MSA is an equal opportunity employer and candidates from diverse backgrounds are strongly encouraged to apply. MSA does not discriminate against any employees or job applicants on the basis of any legally protected status, in accordance with applicable federal, state, and local laws. Reasonable accommodations available upon request.

Massachusetts Service Alliance participates in E-Verify. All newly-hired employees are queried through this electronic system established by the Department of Homeland Security (DHS) and the Social Security Administration (SSA) to verify their identity and employment eligibility.

Massachusetts Service Alliance is a proud Employer of National Service. Currently, half of our staff are AmeriCorps, Commonwealth Corps, and Peace Corps alumni. Individuals with service experience, such as Commonwealth Corps and AmeriCorps alumni, are highly encouraged to apply

For more information about the Massachusetts Service Alliance, please visit www.mass-service.org.