

CHIEF SERVICE OFFICER Position Description

The Office of Sacramento Mayor Kevin Johnson seeks a dynamic, talented professional to serve as the Chief Service Officer. The Chief Service Officer oversees the implementation of Volunteer Sacramento, a Mayoral initiative designed to mobilize Sacramentans to serve their community and instill within citizens a commitment to civic participation. Volunteer Sacramento aims to direct volunteer resources to four priorities where the City's needs are the greatest: public safety, education, homelessness and the environment.

Key Responsibilities

The Chief Service Officer reports directly to the Mayor and is responsible for leading efforts to make Sacramento the most caring city in the nation.

- 1. *Vision and Strategy.*** The Chief Service Officer is accountable for working with the Mayor and Advisory Board to set the vision and strategy for Volunteer Sacramento. Specifically, the Chief Service Officer is responsible for:
 - Reviewing, refining and implementing a citywide plan;
 - Establishing yearly goals, outcomes and measures;
 - Identifying and managing strategic projects;
 - Facilitating Advisory Board meetings; and
 - Networking with Cities of Service as well as with state and national efforts.
- 2. *Community Relations and Awareness.*** The Chief Service Officer is accountable for ensuring Volunteer Sacramento is a collaborative initiative that actively engages key stakeholders. Specifically, the Chief Service Officer is responsible for:
 - Developing partnerships and maintaining high quality relationships with stakeholder groups including volunteer providers and volunteer-seeking organizations;
 - Conducting a full-scale public awareness campaign;
 - Attending service related events to support volunteer efforts and promote volunteerism; and
 - Serving as a spokesperson for the initiative.
- 3. *Data and Assessment.*** The Chief Service Officer is accountable for establishing a system to measure the impact of Volunteer Sacramento and publicly report on the initiative's effectiveness. Specifically, the Chief Service Officer is responsible for:
 - Conducting a community-wide service assessment in collaboration with key stakeholders;
 - Developing a comprehensive accountability system that includes ongoing evaluation;
 - Collecting, compiling and analyzing data;
 - Creating and presenting a monthly dashboard to track progress against goals, outcomes and measures;
 - Publishing an annual report.
- 4. *Infrastructure Development.*** The Chief Service Officer is accountable for creating a user-friendly volunteer process. Specifically, the Chief Service Officer is responsible for:
 - Assessing existing systems and processes;
 - Identifying needed structures and processes to make volunteering as easy as possible for citizens;
 - Developing a database and procedures for accurately tracking volunteer hours; and
 - Establishing a state-of-the-art website to match interested individuals and organizations with volunteer opportunities aligned with priority areas.
- 5. *Finance and Administration.*** The Chief Service Officer is accountable for key operational activities including budgeting, fundraising and staffing. Specifically, the Chief Service Officer is responsible for:
 - Preparing and managing an annual budget;
 - Developing a fundraising plan and driving fundraising efforts, including keeping funders informed of progress; and
 - Hiring, training and supervising paid and unpaid fellows and interns.

Desired Qualifications

We seek an outstanding strategic thinker, communicator and implementer who believes deeply in the Mayor's mission and who displays a record of achievement in challenging situations. A successful candidate will also demonstrate:

- Demonstrated commitment to public service
- Exemplary leadership skills and strong management experience
- A record of setting and achieving ambitious goals
- Excellent communication and writing skills
- Strong project management ability and excellent organizational and time-management skills
- Outstanding interpersonal and teamwork skills
- A commitment to producing consistently high quality, detailed work
- The ability to identify challenges, actively work to find solutions and be flexible
- The ability to work effectively with others at all levels of an organization and to consistently display a high level of professionalism in all interactions
- Public-speaking abilities, including the ability to inspire others

Compensation

Salary is competitive and commensurate with experience.

Application Process

The interview process will include a resume review, cover letter, phone interview and a project. For the first round, please send your resume and a cover letter to csosacramento@gmail.com. Applicants who are selected for a phone interview will be notified by March 26, 2010.

About Mayor Kevin Johnson

Kevin Johnson is the 55th mayor of Sacramento. He is the first native Sacramentan, and the first African American to be elected to the office. His vision is for Sacramento to become "a city that works for everyone."

Johnson's dedication to public service began long before he started his tenure as mayor. Upon retiring from the NBA after 12 seasons with the Phoenix Suns in 2000, he returned to his Oak Park neighborhood in Sacramento to serve as the CEO of St. HOPE, a non-profit community development organization he founded in 1989 to revitalize inner-city communities through public education, economic development, civic leadership and the arts. St. HOPE has dramatically improved the community of Oak Park through its holistic community development approach, and is recognized as a national leader in the "transformation high school" movement.

Since taking office in December 2008, Mayor Johnson has accomplished a number of objectives in his ambitious action plan for Sacramento, including:

- Improving public safety by adding more police officers, securing grants, and hosting two gang summits;
- Championing excellence in public education by meeting with area superintendents, hosting an education summit and bringing U.S. Secretary of Education to Sacramento for a series of back-to-school meetings and events;
- Boosting economic development by supporting existing businesses and working to bring others to Sacramento, collaborating with President Obama's administration, Governor Schwarzenegger and Congresswoman Matsui to advocate for stimulus funds for the region, and promoting green business development;
- Addressing homelessness in a respectful and proactive manner, specifically finding clean and safe housing for hundreds of Sacramentans, chairing the Policy Board to End Homelessness, establishing a task force to research the viability of a "safe ground" and Launching Sacramento Steps Forward.
- Setting a new standard for community engagement and accountability by holding office hours and town hall meetings throughout the city, promoting the use of the City's 311 service, and launching Volunteer Sacramento, an initiative designed to make the Sacramento a national leader in volunteerism.

A graduate of the University of California, Berkeley, Johnson also served on the Board of Directors for LISC National, the California Charter Schools Association, the UC Berkeley Foundation, the Institute of Governmental Studies National Advisory Council and the Harvard Divinity School SLI Advisory Board. His concern and compassion for children and education prompted President George Bush to honor him with the 411th Point of Light.