



# Employers *of National Service*

## What is Employers of National Service?

### Overview

In recognition of the unique and transferable skills that participants develop during national service, Employers of National Service builds a talent pipeline to connect AmeriCorps and Peace Corps alumni with employers from every sector to create recruitment, hiring, and advancement opportunities. Through this initiative, employers have access to a pool of dedicated, highly qualified, and mission-oriented talent, and national service alumni have opportunities to translate their skills in the workplace.

The Employers of National Service initiative was launched on September 12, 2014, as part of the celebration of the 20th anniversary of AmeriCorps. Today, more than 600 diverse employers from all sectors have signed up. You can view and search the list of participating employers at [nationalservice.gov/employers/search](http://nationalservice.gov/employers/search).

### Why Hire National Service Alumni?

National service develops essential skills that make AmeriCorps and Peace Corps alumni assets for organizations and companies seeking high-quality employees. National service alumni are strong leaders who are motivated, flexible, innovative, and outcome-oriented. They learn quickly and work well on diverse teams. Selection for AmeriCorps and Peace Corps is competitive, and participants have been rigorously screened and selected from among many applicants. More than 1 million individuals have participated in AmeriCorps over the past 25 years and more than 215,000 have served in Peace Corps, making a lasting impact on these individuals and the communities in which they served.

### Which Employers Should Join?

Every employer from the nonprofit, government, and corporate sectors should strongly consider the value that national service alumni can add to their organization. With their diverse experiences and skills, AmeriCorps and Peace Corps alumni are high achievers in a wide variety of fields. National service alumni have demonstrated that they have the skills and dedication to be successful with all employers.

### How to Sign up

Organizations can apply to join Employers of National Service at [nationalservice.gov/employers/sign-up](http://nationalservice.gov/employers/sign-up). For additional information, please contact [employers@cns.gov](mailto:employers@cns.gov) or visit [nationalservice.gov/employers](http://nationalservice.gov/employers).

Questions? Email [employers@cns.gov](mailto:employers@cns.gov) or contact any of the Employers of National Service partners:



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# Employers of National Service

## What is National Service?

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### About National Service

We recognize that people can serve their country in a multitude of ways, including military and civilian service. We value and honor each and every way an individual is called to serve. Employers of National Service is an initiative to connect employers with alumni of civilian service programs. For the purposes of this initiative, national service refers to those programs of the Corporation for National and Community Service (CNCS), Peace Corps, and their affiliates.

### What is AmeriCorps?

AmeriCorps engages more than 75,000 men and women in intensive service each year through more than 15,000 nonprofits, schools, public agencies, and community and faith-based groups across the country. AmeriCorps members help communities tackle pressing problems while mobilizing millions of volunteers for the organizations they serve. Members gain valuable professional, educational, and life benefits, and the experience has a lasting impact on the members and the communities they serve. AmeriCorps consists of three main programs:

- **AmeriCorps State and National** - State and National members, ages 17 and older, serve in either teams or individually through national and community-based private and public organizations. Members serve part-time or full-time to help solve community problems through direct and indirect service, in the areas of education, public safety, the environment, and other human needs such as health and housing.
- **AmeriCorps NCCC** - National Civilian Community Corps (NCCC) members range from ages 18 to 24 and serve in a 10-month team-based residential program to complete a variety of projects in the areas of education, disaster services, the environment, and other unmet needs.
- **AmeriCorps VISTA** - AmeriCorps VISTA members, ages 18 and older, perform capacity-building activities, over the course of a year, through private non-profit organizations and public agencies. AmeriCorps VISTA members address issues related to poverty by developing and mobilizing resources that create long-term sustainable benefits at the community level in areas such as public health, education, the environment, public safety, and employment.

For more information, please visit [NationalService.gov](http://NationalService.gov).

### What is Peace Corps?

As the preeminent international service organization of the United States, the Peace Corps sends Americans abroad to tackle the most pressing needs of people around the world. Peace Corps Volunteers work at the grassroots level with local governments, schools, communities, small businesses and entrepreneurs to develop sustainable solutions that address challenges in education, health, economic

development, agriculture, environment and youth development. When they return home, volunteers bring their knowledge and experiences—and a global outlook—back to the United States that enriches the lives of those around them. The Peace Corps' mission is to promote world peace and friendship by fulfilling three goals:

- To help the people of interested countries in meeting their need for trained men and women,
- To help promote a better understanding of Americans on the part of the peoples served, and
- To help promote a better understanding of other peoples on the part of Americans.

For more information, please visit [PeaceCorps.gov](http://PeaceCorps.gov).

## What Qualities Do National Service Members Gain?

National service alumni have the skills and competencies to meet any company's needs and to help strengthen the economy. In addition, an overwhelming number of national service alumni view their service as transformative. Sixty percent of returned Peace Corps Volunteers reported their service influenced their choice of career. Two out of three AmeriCorps alumni (64%) strongly agree they gained valuable workplace skills through their service.<sup>1</sup> Competencies gained include:

- **Strong leadership qualities.** AmeriCorps and Peace Corps alumni lead by example as well as through direction, delegation, and inspiration in some of the most trying circumstances.
- **Integrity and Initiative.** AmeriCorps and Peace Corps alumni have chosen to put service above self and are immediate contributors who rise to meet challenges and think quickly on their feet.
- **Ability to learn new skills and concepts.** AmeriCorps members and Peace Corps Volunteers undergo rigorous training programs to become experts in a wide-range of skills. They have a proven ability to learn new concepts quickly.
- **Flexibility to work strongly in teams or work independently.** National service fosters the ability to work as part of a team and instills a sense of a responsibility to one's colleagues.
- **Diversity and interpersonal skills.** National service alumni are from diverse backgrounds and have learned to work side-by-side with others from racial, religious, ethnic, and geographic different from their own. They deliver in critical situations demanding stamina and flexibility.
- **Ability to work efficiently and diligently in fast-paced and resource-constrained environments.** AmeriCorps and Peace Corps alumni know how to accomplish tasks correctly and on time, with limited resources and under immense pressure.
- **Accountability for results.** AmeriCorps and Peace Corps alumni understand the responsibility that comes with being accountable for their own actions and the actions of their team members.

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<sup>1</sup> Note: Information drawn from [A Call to Peace: Perspectives of Volunteers on the Peace Corps at 50](#), the [AmeriCorps Alums' Spring 2014 survey](#), the Abt Associates longitudinal study "[Still Serving: Measuring the Eight-Year Impact of AmeriCorps on Alumni](#)" (pages 17-18) and informed by the Voices for National Service "[National Service: Providing Pathways to Employment Report](#)" (page 6).

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# Employers *of National Service*

## Educate and Engage Your Workforce

Employers of National Service will be most successful at your organization if all staff are educated about the initiative and actively support the value that it will bring to your organization. Read below to find strategies for informing your workforce about Employers of National Service as well as finding and engaging alumni already at your organization to be champions for the initiative.

### Educate and Train Hiring Managers and Human Resource Professionals

Hiring managers and human resource professionals are key members of your recruitment team. It is important that both hiring managers and human resources staff, as well as all staff at your organization, receive information and training about national service programs to ensure that everyone involved in the recruitment process has an understanding of and a commitment to your organization's goal of hiring national service alumni.

**Inform staff about national service programs.** Distribute information about national service programs, such as links to the Peace Corps and AmeriCorps websites and the Employer of National Service "What is National Service?" fact sheet. Consider hosting informational sessions, especially for hiring managers and human resources staff, for people to hear about programs and have a chance to ask clarifying questions. For additional information or training materials, please refer to:

- Employers of National Service website: [nationalservice.gov/employers](http://nationalservice.gov/employers)
- Peace Corps Employer Resources: [peacecorps.gov/resources/returned/careercen/empresources](http://peacecorps.gov/resources/returned/careercen/empresources)
- AmeriCorps Alums Talent Fact Sheet: [americorpsalums.org/?Top5Skills](http://americorpsalums.org/?Top5Skills)

**Agree on goals or strategies for hiring national service alumni.** Get input from leadership, human resources, and other staff involved with the hiring process about which strategies and goals your organization would like to pursue for hiring national service alumni.

**Track Progress.** Create a way to manage and track the number of national service alumni that apply for jobs, are invited to interview, and are hiring. This will help your organization see if your recruitment strategies are garnishing the applicants you are looking for. Annually reporting these numbers back to the Employers of National Service program to help inform the initiative about which strategies are successful and where more support is needed.

**Check in.** Send out periodic emails reminding hiring officials about your organization's national service participant hiring goals. Include reminders of the value of hiring national service alumni as part of your organization's overall recruitment program to promote diversity and inclusion within your workforce.

## Engage National Service Alumni in Your Workforce

Your biggest advocates for hiring national service alumni could already be working for you! Existing staff members that are also alumni of national service can be leveraged to educate others, promote inclusive hiring practices, and support new alumni hires.

**Survey your workforce for national service alumni.** Find a way to survey your existing workforce for AmeriCorps and Peace Corps alumni. These people can help you promote your involvement in Employers of National Service both inside and outside your organization.

**Highlight alumni employed at your organization.** You can highlight AmeriCorps and Peace Corps alumni at your organization through vehicles such as profiles on your website, social media tools, and webcasts. Featuring these alumni will show other AmeriCorps members and Peace Corps Volunteers that your organization values national service. Also, other employees at your organization will see that their colleagues are alumni. This will give them a more personal connection to the Employers of National Service initiative as well be seen as a resource if they have questions about national service.

**Create a national service alumni affinity group within your organization.** Not only will it be a benefit for you existing employees to network and share experiences, but it also can be used as an incentive for prospective national service alumni applicants. This group of individuals with ties to national service can also serve as a resource to your organization in a number of ways:

- Act as ambassadors to talk about their national service experiences and how your organization's values align with their service ethos.
- Promote the advantages of hiring national service alumni throughout your workforce.
- Educate hiring managers on national service programs and the national service experience.
- Explore ideas and options for recruiting national service alumni.
- Staff job fairs.

For information on starting a national service alumni affinity group, please email [chapters@americorpsalums.org](mailto:chapters@americorpsalums.org) or [groups@peacecorpsconnect.org](mailto:groups@peacecorpsconnect.org).

**Engage alumni in education of other staff.** Ask national service alumni at your organization if they can help assist in the education efforts of hiring managers, human resources personnel, and other staff. Speaking about their personal service stories and sharing how it translated to their position at your organization will help all staff better understand the value that national service alumni bring to your work.

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# Employers of National Service

## Implement New Hiring Practices

As an Employer of National Service, you understand the benefits that AmeriCorps alumni and returned Peace Corps Volunteers can bring to your organization. In order to make sure you are reaching these talented individuals when you have vacancies in your organization, we suggest some changes in hiring practices and policies to better highlight to national service alumni that you welcome and value their experience.

### Update Language on Announcements and Applications

**Update language in your HR marketing and recruiting materials.** Consider adding the following types of statements to recruitment materials, career information, and job announcements:

- *“As an Employer of National Service, [your organization’s name here] recognizes the unique skills of national service alumni. Accordingly, AmeriCorps alumni, returned Peace Corps volunteers, and other national service participants are encouraged to apply to our job openings.”*
- *“National service experience through AmeriCorps or Peace Corps is important career experience. We recognize that national service helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment.”*
- *“AmeriCorps, Peace Corps and other national service alumni are encouraged to apply.”*

**Incorporate language in the qualifications section of your job announcements.** Use the above examples to add national service as a desired qualification for applicants.

**Provide an opportunity for applicants to identify themselves as AmeriCorps or Peace Corps.** Adapt applications to include the question: *“Did you serve in an AmeriCorps, Peace Corps, or another national service program? Please name the program and location where you served.”* If you do not have specific applications, encourage national service alumni to make sure their service experience is clearly shown in the resume and/or cover letter.

**Add Employers of National Service to your website.** Create a specific national service landing page or add information to existing career pages. Load it with information, links, and resources to highlight your organization’s national service alumni recruitment and outreach activities. The page can also be a resource to educate your current workforce about national service.

- Feature profiles of AmeriCorps or Peace Corps alumni currently working at your organization.
- Write a post highlighting the valuable national service alumni you have working for you already and your interest in hiring more.
- Post a short video clip of your organization’s leader sharing your commitment to being an Employer of National Service.
- Include links for learning more about national service programs and resources for hiring and recruitment activities.

## Create New Policies and Practices

**Change application and screening policies to account for AmeriCorps and Peace Corps alumni.** Adjust resume scanning filters to note hits on "AmeriCorps" and "Peace Corps." If you have a point system or other metric for ranking candidates, develop a system to give credit for national service experience. Consider guaranteeing interviews to all minimally qualified national service alumni.

**Set hiring goals.** Set goals for hiring national service alumni for your organization as a whole or for a specific department. Consider setting aside a job or a subset of jobs exclusively for national service alumni.

**Participate in national service career fairs.** Peace Corps, AmeriCorps, and affiliate national service programs host events or other opportunities where service members can connect to employers. Participating in these events will allow you to make personal connections with alumni, and maybe even find the right new hire! Opportunities include:

- **National and Regional Peace Corps Career Fairs.** The Peace Corps hosts career fairs for returned Peace Corps Volunteers in major U.S. cities. For more information, please contact [HireRPCVs@peacecorps.gov](mailto:HireRPCVs@peacecorps.gov) or visit [peacecorps.gov/hire](http://peacecorps.gov/hire).
- **Service Year Alliance Virtual Career Fair.** This is an opportunity to network virtually with national service alumni. In a recent virtual career fair, nearly 1,000 alums signed on to connect with employers from private, public, and government sectors for both entry-level and more experienced positions. For more information, please visit [www.americorpsalums.org](http://www.americorpsalums.org).
- **AmeriCorps NCCC Career Fairs.** National Civilian Community Corps (NCCC) campuses are in five locations across the country. These "Life After AmeriCorps" fairs allow you to connect in person with hundreds of currently serving members. For more information about participating, please email [employers@cns.gov](mailto:employers@cns.gov).
- **Coordinate your own event.** Larger employers can plan their own events to present their organization's mission and career opportunities to national service alumni. Please email [employers@cns.gov](mailto:employers@cns.gov) with ideas.

**Post jobs in places that reach national service alumni.** AmeriCorps and Peace Corps each host a federally-run job board:

- AmeriCorps VISTA Campus Job Board: [vistacampus.gov/jobs](http://vistacampus.gov/jobs)
- Peace Corps Career Link: [peacecorps.gov/returned-volunteers/careers/career-link/rpcv-job-posting-form/](http://peacecorps.gov/returned-volunteers/careers/career-link/rpcv-job-posting-form/)

In addition, other Employer of Nationals Service partners host job boards for national service alumni:

- National Peace Corps Association Job Board: [peacecorpsconnect.org/jobs](http://peacecorpsconnect.org/jobs)
- AmeriCorps Alums Job Board: [americorpsalums-jobs.careerwebsite.com/](http://americorpsalums-jobs.careerwebsite.com/)

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# Employers of National Service

## Dispelling National Service Myths

Even though AmeriCorps and Peace Corps have been around for decades, there are still misconceptions about national service alumni. Here we dispel some of the more common myths.

**Myth:** *National service members are all young.*

**Fact:** In 2014, approximately two-thirds of the 75,000 AmeriCorps members were under 25 years old with more than 10% over age 35, and 7% of Peace Corps Volunteers are over 50 years old. And these are just the numbers for current members! One million members have served since 1994 and nearly 220,000 in Peace Corps since 1961, meaning alumni represent a huge pool of talent spanning all age ranges.

**Myth:** *National service alumni are only qualified for entry level positions.*

**Fact:** While many national service members serve during or immediately after college, many other members choose to serve after they have already gained significant work experience. Furthermore, AmeriCorps and Peace Corps members go through intensive pre-service training and continue to receive in-service training that often far exceeds what they might have gained in a more typical employment setting. This means that AmeriCorps and Peace Corps alumni are well-positioned for all types of jobs, from entry level up to senior leadership.

**Myth:** *National service alumni have only soft skill sets.*

**Fact:** National service alumni do gain valuable soft skills during service such as teamwork, leadership, and cultural competency. Depending on their specific service experiences, members also gain valuable hard skills including project management, organizing disaster relief operations, construction, data analysis, first aid, teaching, and organizational capacity-building.

**Myth:** *People only do national service because they can't get a real job.*

**Fact:** AmeriCorps positions are highly-coveted and often very competitive; in 2013 many times more applications than available positions. In 2014, Peace Corps received its highest number of applications since 1992 with approximately 5 applications for each slot. National Service participants choose to serve because they want to make a difference in communities across the country, while developing valuable career skills at the same time.

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# Employers *of National Service*

## Profiles of National Service Alumni

National service creates leaders who make America stronger at home and across the globe. Meet some of the National Service Alumni who credit their service experience with helping them develop the skills, resolve, and ingenuity to chart their own course and inspire change.

### **Wendy Lee - Peace Corps, 2008 to 2010**

#### **Employer: Apple, Inc.**

Wendy Lee served as a Community Economic Development Volunteer in Cameroon, where she taught a series of business classes to entrepreneurs and provided advisory services to the clients at a local microfinance institution. In her current role at Apple, she is based in Shanghai and manages the financing for the construction and operation of Apple retail stores in China – a role which entails working with both local Chinese and international counterparts. She writes, “Coming into my role at Apple, I didn’t have extensive technical experience. Yet, I quickly learned that emotional intelligence is even more valuable than any technical skill. Peace Corps service is the best training ground for emotional intelligence. The ability to adapt quickly and to pick up cultural nuances is extremely important in today’s interconnected world.”



### **Josh Smith – AmeriCorps, 2005 to 2007**

#### **Employer: American Family Insurance**

Josh served in AmeriCorps St. Louis leading disaster response and environmental conservation efforts as part of its Emergency Response Team (ERT), where he volunteered to take a leadership role in a massive volunteer coordination effort to respond to Hurricane Katrina. He now works for the venture capital arm of American Family Insurance, responsible for sourcing, evaluating, and structuring early stage investments in emerging technology companies. Josh says “AmeriCorps taught me the power and possibility of equipping and unleashing passionate individuals to solve problems in their communities. Fundamentally, that’s where we’re doing in venture capital, too; we invest in talented, motivated entrepreneurs who create jobs and build teams in order to tackle huge problems and effect positive change.”



### **Sondra Samuels - Peace Corps, 1992 to 1994, AmeriCorps, 1994**

#### **Employer: Northside Achievement Zone**

Sondra Samuels served in both AmeriCorps (with the Justice Department's Weed and Seed Initiative) and the Peace Corps (Botswana, Africa through the Small Enterprise Development Program). Her big takeaway from her time in AmeriCorps: Place matters. She believes living where you serve is the ultimate in connection to any struggle. She now lives and works in North Minneapolis, a community where disparities abound, and where families and children are isolated by race and income. She is dedicated to helping eliminate these disparities in her role as President and CEO of Northside Achievement Zone (NAZ) and in partnership with the 44 community organizations and schools that make up the NAZ collaborative to create one system of support for children and their families.



### **Edward Crawford - Peace Corps, 2004 to 2006**

#### **Employer: Goldman Sachs**

Edward Crawford served as a Community Forestry Extension Volunteer in the Dominican Republic, where he started a coffee cooperative – a group which grew from four members to more than 180. In his current role at Goldman Sachs, he advises business owners, foundations, and endowments on how to best manage their investment assets. Of his Peace Corps service, he writes, “The Peace Corps pushed my comfort zone and taught me the value of perseverance. It taught me to follow my heart and take risks in my career and this has shaped my career in finance. Peace Corps taught me the meaning of true servant leadership; the team always comes before the individual. I work in a diverse work place with a strong team work culture. We find strength in our differences and leverage this strength to serve our clients.”



### **Lise Pace – AmeriCorps VISTA, 2008 - 2010**

#### **Employer: Bosma Enterprises**

Lise, who has retinitis pigmentosa, a degenerative eye condition, thought that her newly acquired disability precluded her from employment entirely. As an AmeriCorps VISTA member at Bosma Enterprises, she designed and implemented a volunteer program that allowed people with disabilities to serve in programs such as Habitat for Humanity. After her service year, Lise was hired as a full-time employee at Bosma Enterprises and started a Bosma corporate-wide volunteer program that gives employees at all levels in the organization — of which more than half have visual impairments — the opportunity to engage in worthwhile community service. Lise is now the Senior Marketing Manager at Bosma Enterprises, raising awareness through marketing, outreach activities, public policy initiatives and fundraising.



### **Delores Morton – AmeriCorps, 1995**

#### **Employer: Points of Light**

Delores Morton began her career in the volunteer sector in 1995 as an AmeriCorps member in her home community of St. Mary Parish, LA. She currently serves as the President of the Programs Division for Points of Light, the world’s largest organization dedicated to volunteer service. In this role she is responsible for developing program initiatives and models to address the organization’s core impact areas – education, economy, environment, emergency response and preparedness, and veterans and military families. Prior to joining to Points of Light, Delores served as the Director of the Center for Nonprofit Resources at Volunteer Baton Rouge, Executive Director of the Louisiana Association for Community Economic Development, and the Chair of the Mid-South Collaborative for Nonprofit Development. In 2012, Delores was honored as a Champion of Change during AmeriCorps Alums Day at the White House.



### **Roger Wong – AmeriCorps, 2003**

**Employer:** Marsh & McLennan Companies

After witnessing the death of a friend in the September 11 attacks, Roger was inspired to serve in AmeriCorps. Over the years, he's created safe spaces for young people at the Seeds of Peace Camp, collaborated with the community to reduce youth violence in Boston, and worked as a Philanthropy Manager at Charles Schwab and eBay. He continues working to drive change at the intersection of the business, government, and social sectors. Roger worked as Service Years Director with NYC Service and joined the inaugural class of the Franklin Project Ambassadors Program to encourage more people to serve a year. He currently is a Corporate Social Responsibility Manager at Marsh & McLennan Companies.



### **Earl Millett Jr. – AmeriCorps, 2000 to 2001, Peace Corps, 2003 to 2005**

**Employer:** Civic Works

Earl Millett Jr. began his career in service in 2000 when he joined AmeriCorps serving with Volunteer Maryland. He established a formal volunteer program at Garden Harvest, a Maryland organic farm that donates its produce to soup kitchens and homeless shelters. During his second term he mentored 12 new AmeriCorps members and helping them establish volunteer programs at small nonprofit organizations. He also served as an Environment/Forestry Peace Corps Volunteer in Ecuador from 2003-2005 and as a Crisis Corps (now Peace Corps Response) volunteer in New Orleans in response to Hurricane Katrina in 2005. Early in 2006, Earl joined Civic Works as a Volunteer Coordinator, helping others benefit from the opportunities he enjoyed serving in AmeriCorps. He currently directs several programs, handling management of supervisors and administration of budgets.



### **Rebecca Lange - AmeriCorps NCCC, 1995 to 1996**

**Employer:** U. S. Air Force

Rebecca Lange is currently the Deputy Legislative Assistant at the Office of the Joint Chiefs of Staff. She is also a proud alumna of AmeriCorps NCCC's second class. She served at the Central Region campus in Denver, CO, from 1995-1996, and currently serves on the board of the Washington, DC, chapter of AmeriCorps Alums. Rebecca is currently a Lieutenant Colonel in the U.S. Air Force, and describes her transition from AmeriCorps to the military as a "natural progression." Four years after her AmeriCorps experience, she graduated from the University of Colorado – thanks in large part to her Segal AmeriCorps Education Award – and was commissioned to the U.S. Air Force as a second lieutenant. From building houses with Habitat for Humanity, to building trails with AmeriCorps NCCC, to tours in Iraq and Afghanistan. Rebecca says, "It's all about service. It's the pride in knowing your country needs you and has trained you to answer its call. And in a small, small way, you know you are giving back to the country that allowed you to grow up in freedom."



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