



Job Description

Program Manager – Military and Veteran Programs

Reporting to Director of Recruitment and Business Practices

Summary

The Program Manager will provide direction, coordination, implementation, and control of specific military and veteran related projects while remaining aligned with strategy, commitments and goals of the organization.

Duties and Responsibilities

Key Accountability: VSO & Military Outreach & Programming Percentage of Time 45%

Duties and Responsibilities:

1. Collaborates with partners and project teams to set and meet grant objectives and goals
2. Compiles and analyzes data to produce routine and non-routine reports, presentations, letters, communications and graphics
3. Represents Give an Hour at local community and national meetings
4. Establishes and cultivates local and national partner relationships
5. Educates the community through formal presentations
6. Coordinates social media/newsletter/website messaging with team members

Key Accountability: Military & Veteran Referral Management Percentage of Time 40%

Duties and Responsibilities:

1. Receive referral inquiries and requests from potential Give an Hour clients in need of assistance.
2. Track all referral requests including status and outcomes using predetermined tracking systems.
3. Communicate via email and phone with volunteer providers to fulfill referral requests.
4. Maintain provider records and contact information in Salesforce database.
5. Assist with recruiting potential new providers.

Key Accountability: Administrative Tasks Percentage of Time 15%

Duties and Responsibilities:

1. Responds to emails in a timely and professional manner
2. Attends and contributes to staff calls with pertinent project updates
3. Assists supervisor and management with resolution of problems
4. Conducts special assignments as requested

Position Requirements

- Bachelor degree in Business Administration or a mental health related field is required. Masters level or higher degree is preferred.
- 3 – 5 years of experience in project coordination or project management or equivalent combination of education and experience.
- Military and veteran cultural competency is required. Military service/Veterans will have hiring preference.

Knowledge, Skills, and Abilities

- Proficient in Microsoft Office Suite
- Experience with Salesforce CRM software is a plus.
- Excellent oral and written communication skills with the ability to compose correspondence with a high degree of professionalism including punctuation, spelling and grammar
- Excellent organizational skills and ability to prioritize work
- Ability to maintain confidentiality on all levels and at all times
- Ability to deliver excellent customer service while maintaining composure and professionalism
- Attention to detail and ability to multi-task
- Understanding of virtual office practices and procedures
- Ability to work in a virtual environment with minimal supervision, prior experience is preferred.
- Ability to complete work within specified timeframes
- Ability to effectively work independently, as well as, contribute as a team member in a collaborative environment
- Ability to empathize with client situations but maintain healthy/appropriate boundaries.

Position Elements

- This is a virtual position, but may require up to 10% travel
- This position will report directly to Director of Recruitment and Business Practices
- This position has no supervisory role
- This position has no budgetary responsibilities and no independent funding authority; incumbent will request appropriate funding through immediate supervisor
- This position has no human resources responsibilities and no hiring authority

To apply, please send your resume and cover letter to militaryprograms@giveanhour.org