



**OPERATION GRATITUDE**  
**Position Description Form**  
**Manager, Military and Family**  
**Programs**

**JOB TITLE:** Manager, Military and Family Programs  
**DEPARTMENT:** Operations  
**REPORTS TO:** Director, Military & First Responder Programs  
**LOCATION:** Remote  
**TRAVEL:** 20%

**MISSION + VISION:**

**Mission:** Our mission is to honor the service of our military and first responders by creating opportunities to express gratitude

**Vision:** We envision a future where all who serve believe the American people care

**THE OPPORTUNITY:**

Reporting to the Director of Military and First Responder Programs, the Manager of Military and Family Programs will be primarily responsible for overseeing the organization's enduring commitment to the military communities. The Manager of Military and Family Programs shall ensure the efficient and effective execution of the programs under his/her purview through the application of process and program management activities, techniques, and procedures. This role is a high-visibility position, integral to the successful execution of Operation Gratitude's mission. This requires strong communication skills and the responsibility to positively represent the organization in the community and the media. The Manager of Military and Family Programs must maintain the highest level of integrity and lead by example in all areas.

**KEY RESPONSIBILITIES:**

- Collaborate with Senior Management to understand, support, and promote the organization's mission and its strategic goals and objectives, both internally and externally.
- Manage Military and Family Care Package programs that align with Operation Gratitude's mission and organizational goals to include, but not limited to, standard operating procedures, vetting policies, distribution policies, outreach materials, and calendar of events.
- Build and maintain trusted relationships with key stakeholders: family readiness groups, military units, liaisons, volunteers, and donors.
- Oversee the daily, weekly, monthly, quarterly, and annual activities of all Operation Gratitude Military and Family Programs.
- Advise the Director of Military and First Responder Programs on all activities, events, and opportunities, and challenges associated with Operation Gratitude's Military and

Family Programs.

- Manage routine program evaluation and research to identify organizational opportunity areas and programmatic adjustment areas for the programs.
- Identify potential risks, develop mitigation plans, and proactively address issues that could impact program success.
- Ensure that project/department milestones/goals are met and adhere to approved budgets.
- Participate in events, conferences, meetings, and other engagements; be prepared to participate in person and/or phone, online meetings, video teleconferences, etc
- Prepare timely and accurate reports, presentations, and other correspondence applicable to the performance of duties and/or as directed by the Director of Military and First Responder Programs.
- Perform all other duties as requested by the Dir. of Military and First Responder Programs.

#### **QUALIFICATIONS:**

- Excellent interpersonal skills including verbal and written communication and follow-through.
- A minimum of five years' experience with program coordination/management in a non-profit or military-focused arena.
- Highly organized, self-starter with the ability to handle multiple projects and priorities with an appreciation for detail.
- Committed team player who can work independently and collaboratively in a virtual environment.
- Strong commitment to the mission, vision, values, and programs of Operation Gratitude and conveys sincere compassion for and understanding of the Military and First Responder communities.
- Strong computer skills, proficient with Microsoft Office products; experience with, or ability to rapidly learn Salesforce software.
- Experience in team-based, cross-functional work environment with effective and respectful communication as a top priority.
- Ability to work some nights and weekends, as needed for events and deadlines, and ability to travel by car and/or plane.
- Strong administrative, organizational, and time management skills; ability to self-set own priorities and meet deadlines.
- Physically able to reach, bend, stoop and frequently lift up to 25 pounds.

#### **Desired Qualifications**

- Bachelor's Degree
- Military or first responder community support experience, prior military or first responder affiliation/service preferred, or a demonstrated understanding and appreciation of the special lifestyle and needs of military service members, first responders, and their families.
- Ability to obtain base access without the need of an escort

**PROFESSIONAL LEVEL:** Full-time, Exempt Salary Range-\$65,000.00 to \$85,000.00

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Operation Gratitude is an equal opportunity employer.

For more information about Operation Gratitude, please visit [www.operationgratitude.com](http://www.operationgratitude.com)

To apply, please email your resume and cover letter to [resumes@operationgratitude.com](mailto:resumes@operationgratitude.com)