



OPERATION GRATITUDE
Veteran Program Manager
(Los Angeles, CA, Washington, DC, or remote)

Our Mission

To forge strong bonds between Americans and their Military and First Responder heroes through volunteer service projects, acts of gratitude and meaningful engagements in communities nationwide.

Who We Are

Operation Gratitude's mission is to forge strong bonds between Americans and their Military and First Responder heroes through volunteer service projects, acts of gratitude, and meaningful engagements in communities nationwide. In March of 2003, Operation Gratitude sent its first four care packages to deployed service members in Iraq. Since its inception, the organization has given millions of Americans the opportunity to go a step beyond saying "thank you for your service" through hands-on volunteerism, lifting the spirits of more than 3.2 million deployed troops, recruit graduates, veterans, military families, first responders and healthcare heroes. Volunteers are the heart and soul of the organization. Through donation drives, letter-writing campaigns, craft projects, service projects, and other activities, the grassroots nonprofit is creating opportunities for citizens, in and out of uniform, to serve together, make meaningful connections, and better understand one another. In doing so, Operation Gratitude is strengthening communities across the country by building bridges between civilians, military, veterans, first responders and their families.

The Opportunity

Reporting to the Sr. Director of Military and Veteran Programs and with frequent interactions with Director of First Responders and the VP of Programs, the Veteran Programs Manager oversees the organization's enduring commitment to the veteran communities including Wounded Heroes and their Caregivers. The Manager of Veteran 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. Serving in a supervisory position, the Manager of Veteran Programs will coach, mentor, and manage a team of Operation Gratitude employees and volunteers who support these programs, which includes setting comprehensive goals for performance and growth and encouraging maximum participation, performance, and dedication. This role is a high-visibility position, integral to the successful execution of Operation Gratitude's mission. This requires strong communications skills and the responsibility to positively represent the organization in the community and in the media. The Manager of Veteran Programs must maintain the highest level of integrity and lead by example in all areas.

Objectives of this Role

- Collaborate with the Senior Management to understand, support, and promulgate, both internally and externally, the organization's mission and its strategic goals and objectives.
- Manage Veteran, Wounded Heroes & Caregiver Care Package programs that aligns with Operation Gratitude's mission and organizational goals to include, but not limited to, standard operating procedures, warrior & caregiver vetting policies, distribution policies, outreach materials and calendar of events

- Develop Veteran, Wounded Hero & Caregiver community stakeholders for long-term partnerships such as the VA (national and local), DoD (Warrior Transition Units, Walter Reed, etc), companies, key stakeholders, digital influencers (bloggers), caregivers, and caregiver-centered non-profits and veteran service organizations, etc.
- Oversee the Veteran Programs' operations and employee productivity, focused on teamwork to ensure team members thrive while achieving organizational outcomes.
- Communicate effectively, both orally and in writing, with Senior Management, subordinates, and across the organization to ensure comprehensive and collective understanding, and requisite support of Veteran Programs.
- Ensure effective professional development, performance management, and retention of subordinates.

Responsibilities

- Supervise the daily, weekly, monthly, quarterly, and annual activities of all Operation Gratitude Veteran Programs.
- Advise the Sr. Director of Military and Veteran Programs on all activities, events, and opportunities and challenges associated with Operation Gratitude's' Veteran Programs.
- Develop actionable objectives, activities, events, and plans of action that align Veteran Programs with both short-term and long-term organizational objectives.
- Monitor and analyze internal program efficiency and effectiveness and identify to Sr. Director of Military and Veteran Programs all areas of process enhancement.
- Plan, coordinate, and execute the budget for all Veteran Programs, ensure strict accountability and faithful stewardship of all resources allocated to these programs.
- Ensure that project/department milestones/goals are met and adhere to approved budgets
- Maintain and build trusted relationships with key stakeholders: volunteers, donors, corporate partners, vendors, and others.
- Lead employees to encourage maximum performance and dedication; mentor and develop team members using a supportive and collaborative approach. Set objectives, establish priorities, conduct semi-annual performance appraisals, and recommend promotions and salary adjustments. Provide routine feedback to individual employees as well as Sr. Director of Military and Veteran Programs.
- Write and submit reports to the Sr. Director of Military and Veteran Programs on all matters of importance.
- Participate in on-site and off-site events, conferences, meetings, and other engagements; be prepared to participate in person and/or phone, on-line meetings, video tele-conferences, etc.
- Prepare timely and accurate reports, presentations, and other correspondence as applicable to the performance of duties, and/or as directed by the Sr. Director of Military and Veteran Programs.
- Prepare for, schedule, and ensure attendance at all necessary employee educational seminars, including but not limited to safety, harassment and discrimination classes.
- Assess and recommend improved processes, procedures, and new technologies; collaborate with the leadership team regarding the implementation of these improvements.
- Perform all other duties as requested by the Sr. Director of Military and Veteran Programs
- Execute travel as approved or as requested by the Sr. Director of Military and Veteran Programs

Operation Gratitude is an equal opportunity employer. For more information about Operation Gratitude, please visit www.operationgratitude.com

PROFESSIONAL LEVEL: Managerial/Exempt; Full-Time

To apply please email resume and cover letter to Cheryl Zerah at Cheryl@operationgratitude.com.

