OPERATION GRATITUDE
Program Coordinator (onsite)
Chatsworth CA

JOB TITLE: Programs Coordinator
DEPARTMENT: First Responder Programs
REPORTS TO: Manager of First Responder Programs
LOCATION: Chatsworth, CA

MISSION + VISION:

Mission: Our mission is to honor the service of our military and first responders by creating opportunities to say thank you.

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

THE OPPORTUNITY:

Reporting to the First Responder Programs Manager, the Program Coordinator will be primarily responsible for First Responder Programs, with additional responsibilities in Operation Gratitude’s Military and Veteran Programs. He/she will have frequent interaction with the leadership team as well as members in departments across the organization.

KEY RESPONSIBILITIES:

● Support Operation Gratitude’s mission by connecting communities of volunteers and supporters with their Military, Veteran, and First Responder heroes through our signature Care Package Programs.
● Assist Program Manager(s) by helping coordinate, facilitate, and support Care Package Programs, deliveries, and volunteer engagements/activities, including but not limited to:
  o Contributing to outreach engagement plans.
  o Receiving and responding to Care Package requests in a timely manner and ensuring the accuracy of information provided.
  o Coordinating directly with recipients and community volunteers to facilitate the distribution of Care Packages.
  o Helping grow the recipient network by developing new relationships with recipients and their community of supporters.
  o Following current events and social media associated with the communities, we serve and support. Learn and develop a working knowledge of these communities, their training, and operating concepts and cycles, and share the information across Operation Gratitude and our volunteer, partner, donor, and other support networks.
  o Maintaining strict accountability and accuracy of distribution information (i.e. recipient and contact names and addresses, donation receipts, etc.) using assigned information management systems (Salesforce).
  o Coordinating with the Senior Manager of Production and Distribution to satisfy all shipping and delivery requirements; helping Program Manager(s) and Operations team prioritize shipments/deliveries.
- Managing relationships with individuals, organizations, and networks associated with the communities we serve using Operation Gratitude information management systems and record, review, and quality control data on a routine and recurring basis
- Represent Operation Gratitude during Care Package deliveries and related community events
- Providing content, documentation, photos, and testimonials to the Communications and Social Media Team in support of communications and outreach strategies
- Completing and submitting event After Action Reports and making recommendations for process and program improvements
- Communicate effectively and frequently across the organization to ensure a comprehensive and collective understanding of, and requisite support for, programs assigned
- Adhere to organization practices, policies, and procedures, along with applicable federal, state, and local laws, and business practices as prescribed by your supervisor
- Participate in on-site and off-site events, conferences, meetings, and other engagements; be prepared to participate in person and/or by phone, online meetings, video teleconferences, etc.
- Prepare timely and accurate reports, presentations, and other correspondence as applicable to the performance of duties, and/or as directed by your supervisor
- Prepare for, schedule, and ensure attendance at all assigned meetings, employee activities, and training events
- Execute travel as approved or as directed/requested by your supervisor
- Perform all other duties as assigned by your supervisor or senior management
- Create event flyers and Canva documents/presentations/one-pagers
- Collaborate internally with adjacent departments and externally with partner corporations and non-profit organizations to facilitate volunteer engagement activities and service projects

**REQUIRED QUALIFICATIONS:**
- Excellent verbal, written, interpersonal, and group communication skills
- Highly organized and self-starting with the ability to handle multiple projects and priorities with an appreciation for detail.
- Strong interpersonal skills, including an ability to maintain positive professional relationships with a range of people including Military community members, funders, influencers, and the media both in person and by writing/phone
- Demonstrated working knowledge of Microsoft Office Suite and Google Suite platforms
- Familiarity with Salesforce or similar Customer Relationship Management platforms
- Experience working with volunteers
- 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 50 pounds
- Must be flexible and able to work nights and weekends, and willing to travel by car and/or plane, as needed

**Desired Qualifications** (optional)
- Bachelor’s Degree or related experience in business, communications, or program/project management.
- Service in, or affiliation with, the Military/First Responder communities
- Ability to obtain base access without the need of an escort.

**PROFESSIONAL LEVEL:** Full-time, Hourly, Non-Exempt

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 resume and cover letter to Cheryl Zerah at Cheryl@operationgratitude.com.