



**OPERATION GRATITUDE**  
**Program Coordinator**  
**Chatsworth CA or Remote**

<b>JOB TITLE:</b>	Programs Coordinator
<b>DEPARTMENT:</b>	Military and Veteran Programs
<b>REPORTS TO:</b>	Manager of Military and Family Programs
<b>LOCATION:</b>	Chatsworth, CA or Remote

#### **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 Manager of Military and Family Programs, the Program Coordinator will be primarily responsible for Recruit Graduate and Military Family Programs but should be prepared to assist with any of Operation Gratitude's Military, Veteran and First Responder 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:
  - Contributing to outreach engagement plans
  - Receiving and responding to Care Package requests in a timely manner and ensuring accuracy of information provided
  - Coordinating directly with recipients and community volunteers to facilitate the distribution of Care Packages
  - Helping grow recipient network by developing new relationships with recipients and their community of supporters
  - 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
  - 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)
  - Coordinating with the Senior Manager of Production and Distribution to satisfy all shipping and delivery requirements; help 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 with 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 make 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, 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 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.

#### **QUALIFICATIONS & EXPERIENCE:**

- 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.

Competitive hourly salary and dependent on experience. Full benefits, including medical, dental and vision, 401k and life insurance, are available.

**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](mailto:Cheryl@operationgratitude.com).