



**JOB TITLE:** Director, Military & First Responder Programs  
**DEPARTMENT:** Operations  
**REPORTS TO:** Chief Operating Officer  
**LOCATION:** Remote

#### **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 Chief Operating Officer, the Director, Military & First Responder Programs is responsible for the development, support, and sustainment of Programs that exemplify the organization's enduring commitment to the military, veteran, and first responder communities and their families. As a key member of the leadership team, the Director, of Military and First Responder Programs reports directly to the Chief Operating Officer (COO) and is responsible for the overall management of all programs supporting Active Duty, Reserve, and National Guard service members, military families, veterans, wounded heroes and caregivers, military recruit graduates, and first responder programs. Serving in a supervisory position, the Director, of Military and First Responder Programs supervises a team of Operation Gratitude employees and volunteers who support these programs, which includes setting comprehensive goals to achieve organizational objectives. Ensures the efficient and effective execution of Operation Gratitude Programs through the application of process and program management activities, techniques, and procedures. The Director, Military and First Responder Programs will work closely with the Directors of National Volunteer Engagement, Volunteer Development, Logistics, and across the Development team to achieve organizational outcomes aligned with the Operation Gratitude Strategic Plan and Operating Plans. This multi-faceted role requires someone with meticulous organizational, administrative, and time management skills combined with strong communications and relationship management skills, eager to positively represent Operation Gratitude

#### **KEY RESPONSIBILITIES:**

- Collaborate with the Operation Gratitude leadership team to understand, support, and communicate, both internally and externally, the organization's mission and its strategic goals and objectives

- Develop and implement programs that honor the service of military and first responders to ensure they believe the American people care. Continuously evaluate the Programs to ensure the care packages delivered by Operation Gratitude contain items that are valued by the recipients.
- Translate organizational vision into actionable goals and objectives for Operation Gratitude Military and First Responder Programs aligned with the Strategic Plan and Dynamic Operating Plan.
- Develop and manage partnerships with key stakeholders across the national, state, and local level with military and veteran organizations such as the Department of Defense and the Department of Veterans Affairs; individual service components and installation commands; veteran service organizations (VSOs) such as the American Legion, VFW, and other best-in-class military and veteran nonprofits; as well as national, state, and local first responder agencies.
- Communicate effectively, both orally and in writing, to advise the CEO, COO, and key members of the leadership team on all activities, events, and opportunities and challenges associated with Operation Gratitude's Military and First Responder Programs.
- Directly supervise the Program team's operations and employee productivity, focused on teamwork to ensure team members thrive while achieving organizational outcomes. Ensure effective professional development, performance management, and retention of subordinates.
- Plan, coordinate, and execute the Programs staff budget, ensuring strict accountability and faithful stewardship of all resources allocated to these programs.
- Lead, plan, and execute Care Package Assembly events, which ensure the timely delivery of care packages to recipients at defining moments.
- Prepare timely and accurate reports, presentations, and other correspondence as applicable to the performance of duties.
- Significant travel is required in this position.
- Perform all other duties as requested.

#### **QUALIFICATIONS and EXPERIENCE:**

- Bachelor's degree or equivalent experience
- Five years of experience in program coordination/management in the non-profit arena, volunteer services, or fundraising is preferred.
- Passionately embraces the mission and values of Operation Gratitude and conveys sincere compassion for and understanding of the Military and First Responder communities
- Appreciates the spirit of volunteerism and understands the critical role that volunteers play in the achieving the organization's mission
- Demonstrates strong leadership and management skills including planning, coordination, and supervision. Highly organized, self-motivated, and able to effect change
- Excellent interpersonal; oral and written communication skills; and public speaking skills
- Familiarity with Salesforce, Microsoft Office Suite, and Google Workspace

**DESIRED QUALIFICATIONS**

- Military community or first responder community support experience, prior military service or first responder affiliation; or a demonstrated understanding and appreciation of the special lifestyle and needs of military service members or first responders and their families is beneficial.
- Experience and familiarity with Salesforce, Microsoft Office Suite, and Google Workspace

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

PROFESSIONAL LEVEL: Managerial Exempt / Full-Time