



## OPERATION GRATITUDE Position Description

<b>JOB TITLE:</b>	<b>Manager, First Responders Program</b>
<b>DEPARTMENT:</b>	<b>Operations</b>
<b>REPORTS TO:</b>	<b>Director, Military and First Responder Programs</b>
<b>LOCATION:</b>	<b>Chatsworth, CA</b>
<b>TRAVEL:</b>	<b>10-20%</b>

### MISSION + VISION:

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

**Vision:** We are focused on a future where all who serve believe the American people care

### KEY RESPONSIBILITIES:

- Develop and strengthen new and existing first responder programs that align with Operation Gratitude's mission and organizational goals and objectives
- Encourage, facilitate, and nurture relationships between first responder and community partners; educate stakeholders on the value and impact of Operation Gratitude's mission
- Represent Operation Gratitude at first responder and community events, public gatherings, and other similar activities and events
- Receive and respond to all care package requests in a timely manner, and ensure accuracy of information provided and maintain a detailed database of care package requests and recipients
- Coordinate directly with police and fire departments and stations to facilitate the distribution of care packages to individual first responders
- Research, plan and organize community outreach activities to bring volunteers, supporters, and donors together with program recipients through service and gratitude
- Collaborate internally with adjacent departments and externally with partner corporations and nonprofits to facilitate volunteer engagement activities and service projects
- Serve as project manager and lead cross-functional teams to execute Operation Gratitude Care Package programs
- Capture stories and content for the communications team to amplify the impact of programs
- Follow current events and social media associated with the first responder community
- Learn and develop a working knowledge of first responders, their training and operating concepts, and cycles, and share the information across Operation Gratitude and volunteer, partner, donor, and other support networks
- Assist with the planning, coordination, and execution of the budget for all First Responder Programs; ensure strict accountability and stewardship of all allocated resources
- Participate in on-site and off-site events, conferences, meetings, and other engagements; be prepared to participate in person, online meetings, video teleconferences, etc.

- Prepare timely and accurate reports, presentations, and other correspondence as applicable to the performance of duties
- Perform all other duties as requested by the COO or CEO
- Execute travel as approved or as requested by the COO or CEO

#### **QUALIFICATIONS AND EXPERIENCE:**

- Bachelor's Degree in Program Management or equivalent related experience
- Excellent verbal, written, interpersonal, and group communication skills
- Strong administrative, organizational, and time management skills; ability to self-set own priorities and meet deadlines
- Demonstrated working knowledge of Microsoft Office Suite and Google Suite platforms
- Familiarity with Salesforce or similar Customer Relationship Management platforms
- Passionately embrace the mission and values of Operation Gratitude and convey sincere compassion for, and understanding of First Responder communities
- Appreciate the spirit of volunteerism and service, and understand the critical role that volunteers play in the organization
- Solid interpersonal skills and ability to be a powerful and effective communicator
- Must be flexible and able to work nights and weekends, and willing to travel by car and/or plane, as needed

#### **DESIRED QUALIFICATIONS**

- Previous service in, or affiliation with, the Military or First Responder communities; or a demonstrated understanding and appreciation of the special lifestyle and needs of military service members or first responders
- Project management professional certification
- Experience working with volunteers
- Physically able to reach, bend, stoop and frequently lift up to 50 pounds

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

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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)

***SALARY RANGE IS HIGHLY COMPETITIVE (\$60,000-\$80,000 DOE) AND COMMENSURATE WITH QUALIFICATIONS AND EXPERIENCE. A comprehensive benefits package will be offered.***