



OPERATION GRATITUDE
Position Description Form
Remote

JOB TITLE: Manager, Records & Information
DEPARTMENT: Office of the CEO
REPORTS TO: Chief of Staff
LOCATION: Remote
TRAVEL: 5%

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 of Staff, the Manager, Records & Information is responsible for defining and developing the organization's records management strategy and will oversee the implementation of new record/document management systems. Responsible for all policies and procedures related to the creation, storage, preservation, access, and destruction of records ensuring proper use of recordkeeping processes across departments. Collaborate closely with the IT Department to create electronic records systems and develop systems to reduce the need for paper records. Coordinate with Chief of Staff, VP of Human Resources, and other organizational leadership to ensure the proper storage and security of organization and employee records

KEY RESPONSIBILITIES:

- Develop, update, and maintain Standard Operating Procedures (SOPs) & other guidance documents
- Analyze, revise, and implement processes that are system-driven to improve organizational efficiency and effectiveness
- Develop policies and procedures for managing records
- Design and implement solutions for managing electronic records such as data backup and storage solutions
- Maintain an organized inventory, directory, or index of all records
- Classify, code, process, store, retrieve, and preserve or destroy records
- Developing a standard document naming convention and promoting compliance
- Work closely with IT department to create an electronic records system that can be easily accessed by the appropriate personnel
- Coordinate with IT department to resolve data integrity and duplication
- Digitize records with the appropriate software or technology
- Manage relationships with vendors and potential vendors related to job responsibilities

- Coordinating across departments to ensure proper use of recordkeeping processes supervisory responsibilities
- Coordination and storage of Purchase Requisition forms
- Provide recommendations to support the reduction of paper records and promote practical solutions for generating electronic records
- Preparing reports on the status of records to ensure they are managed properly
- Maintain the organization's disaster recovery plan
- Support Corporate Secretary with preservation of official board meeting minutes and committee documentation
- Maintain profiles for non-profit assessment agencies including Charity Navigator and GuideStar

QUALIFICATIONS AND EXPERIENCE:

- Bachelor's Degree in or equivalent related work experience in Business Administration, Public Administration, Management, or another closely related field
- Demonstrated proficiency in Salesforce and/or similar CRM systems
- Demonstrated proficiency in Microsoft Office Suite and Google Workspace platforms with specific expertise in MS Excel
- Excellent verbal, written, interpersonal, and group communication skills
- Strong analytical, organizational, and decision-making skills
- Strong administrative, organizational, and time management skills; ability to self-set own priorities and meet deadlines
- Proactive, team-oriented, highly organized, and detail-oriented
- Highly organized and self-starting with the ability to handle multiple projects and priorities with an appreciation for detail
- Hands-on initiative taker who loves designing and implementing technology-driven processes

DESIRED QUALIFICATIONS:

- Passionately embraces the mission and values of Operation Gratitude mission.
- Experience working with volunteers
- Familiarity with Salesforce or similar platforms
- Physically able to reach, bend, stoop and frequently lift up to 50 pounds

PROFESSIONAL LEVEL: Full-time, Exempt

SALARY RANGE: \$60,000 - \$80,000

 Operation Gratitude is an equal opportunity employer

For more information about Operation Gratitude, please visit www.operationgratitude.com

To apply, please email your resume and cover letter to resumes@operationgratitude.com