



OPERATION GRATITUDE
Position Description Form
Remote, USA

JOB TITLE: Events Manager
DEPARTMENT: Volunteerism
REPORTS TO: Director, National Volunteer Network
LOCATION: Remote
TRAVEL: 35 – 50%

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:

Operation Gratitude's Volunteer department is responsible for fostering engaging and meaningful volunteer experiences nationwide. Reporting directly to the Director, National Volunteer Network, the Events Manager is responsible for day-to-day project management and execution of a robust calendar of events to include but not limited to our signature assembly days. This role will collaborate with the Director, National Volunteer Network and the Manager, Corporate Engagement to develop the events vision and structure and then oversee the implementation of events that engage with our volunteers and corporate partners across the nation.

KEY RESPONSIBILITIES:

- Lead and execute on all aspects of event planning including cross-functional meetings, marketing materials, communications, logistics, volunteer/staff recruitment, vendor management, program implementation, sponsorship benefits, reporting and post-event analytics.
- Manage and prioritize multiple events. Adapt to challenging or difficult situations by promptly identifying alternatives and changing procedures, methods, and processes.
- Build, manage, and archive event projects in our project management systems (Salesforce, Taskray, Microsoft Teams). As needed, develop templates and systems to support management.
- Perform event close-outs with detailed summaries, including budget reviews with internal teammates, distribution of surveys for feedback, and future improvements.
- Perform financial reconciliations for events, Process invoices, receipts, reconcile billing and verify with accounting. Prepare comprehensive and readable financial reports.
- Actively contribute to the strategic planning and growth of all events.
- Plan, contribute to the writing of, and proofread all external communications related to event
- Maintain strict budget controls for all events
- Manage all event income/expense reporting for each event and prepare appropriate reports.
- Manage portfolio of assigned external event bookings, serving as the primary venue contact throughout the entire planning process and oversee the full life cycle of event operations.

- Communicate venue capabilities and policies to internal and external stakeholders, and ensure assigned events are operating in accordance with organization policies, regulations, and event guidelines.
- Build out timelines, agendas, and activities.
- Ensure proper internal staffing for every event.
- Recruit for and manage role assignments for all events, as well as develop, schedule, and facilitate trainings for specific events and overall staff/volunteer expectations.
- Strategize, support, and collaborate with corporate relationship managers
- Manage the scheduling, agenda, and materials for regular event planning team meetings during the event planning period.
- Source and maintain a diverse and mission invested vendor list for all areas of event planning open to external agencies. Review, negotiate, and manage contracts and payment schedules (if required).
- Collaborate with corporate relationship managers to oversee sponsorship benefit fulfillment for all events.

KEY REQUIREMENTS + QUALIFICATIONS:

- A bachelor's degree (or equivalent work experience) plus three years related experience is preferred
- Demonstrated knowledge and understanding of event management, production and logistics management and ability to manage events of varying complexity.
- Customer service-focused and dedicated to meeting stakeholder expectations through building effective relationships and executing deliverables to the highest standards
- Excellent judgement and problem-solving skills with the ability to multi-task, effectively manage competing priorities and adapt to various situations in a fast-paced environment.
- Strong project management and organizational skills with the ability to manage all details from planning through execution.
- Strong interpersonal skills. Demonstrated ability to interact effectively with diverse individuals and build effective working relationships. Demonstrated emotional intelligence. Ability to respond to sensitive matters with diplomacy and empathy.
- Self-motivated; able to work both independently and in a team environment
- Excellent verbal and written communication skills, including the ability or interest in learning how to present in front of groups of various sizes
- Ability to interact effectively and with great skill and ease with donors, board members, site staff, current and former residents, and senior management
- Excellent computer skills including the Microsoft Office Suite (Outlook, SharePoint, Teams, Word, Excel, and PowerPoint).
- Must be able to work evenings and weekends as needed for events preparation and implementation
- Must be willing to travel for site visits, event set up and event implementation. Travel is estimated at 50% during Operation Gratitude's busy season (August – December) and at 35% for the remainder of the year.

PROFESSIONAL LEVEL:

Full time, Managerial/Exempt

Salary is highly competitive and commensurate with qualifications and experience (\$60,000 - \$80,000).
Comprehensive benefits.

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