

Operation Gratitude  
Manager, National Volunteer and Community Engagement  
Hybrid-Charleston, SC

## **OUR MISSION**

To honor the service of our military and first responders by creating opportunities to express gratitude.

## **WHO WE ARE**

Operation Gratitude is a nationwide nonprofit providing Americans with opportunities to honor our military, veterans, first responders, and their families through hands-on volunteerism. In March of 2003, Operation Gratitude sent its first four care packages to deployed service members in Iraq. Since its inception, the organization has encouraged millions of Americans to express their gratitude through hands-on volunteerism, in turn lifting the spirits of millions of deployed troops, recruit graduates, veterans, military families, and first responders. Operation Gratitude's volunteers include a generous and spirited grassroots network of Americans joined in common cause to say "Thank You" to all who serve our great nation. For more information on our origin and activities, visit us at [OperationGratitude.com](http://OperationGratitude.com).

## **THE OPPORTUNITY**

Reporting to the Director, National Volunteer Network, the Manager, National Volunteer and Community Engagement is responsible for program development, implementation, and execution. Engaging directly with volunteers to ensure all programmatic requirements are met and necessary training is accomplished to provide a meaningful volunteer experience. This position is also responsible for managing volunteer activities that bring communities together to support Operation Gratitude programs. This includes sustaining current volunteer programs and developing new initiatives. The Manager, National Volunteer and Community Engagement will work closely with adjacent Program Managers across the organization in cross-functional project teams to achieve outcomes aligned with the Operation Gratitude Strategic Plan and Operating Plan. This multifaceted 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 to volunteers, donors and the community at large.

### **● RESPONSIBILITIES AND DUTIES**

- Recruit, train and retain volunteers for activities and events that align with Operation Gratitude's mission and organizational goals and objectives.
- Responsible for educating potential and existing volunteers on programs and volunteer opportunities.
- Provide excellent and timely service to existing or potential supporters who request information about recent donations and future opportunities for support.
- Proactively engage groups at the local level to educate, and ultimately partner to increase grassroots volunteer and donation opportunities in their communities.
- Collaborate internally with adjacent departments and externally with partner corporations, nonprofits, and civic groups to facilitate volunteer engagement activities and service projects.
- Help grow, facilitate, and manage Operation Gratitude's Volunteerism Programs.

- Encourage, facilitate, and nurture volunteer relationships, sharing the value and impact of Operation Gratitude’s mission.
- Represent Operation Gratitude at military and community events, public gatherings, and other similar activities and events.
- Plan and execute volunteer appreciation and training activities.
- Maintain volunteer database and produce timely and accurate reports
- Travel as needed to fulfill duties.
- Other duties as assigned.

**REQUIRED QUALIFICATIONS**

- Excellent verbal, written, interpersonal, and group communication skills.
- Passionately embrace the mission and values of Operation Gratitude and convey sincere compassion for, and understanding of, military, veteran, and first responder communities.
- Appreciate the spirit of volunteerism and service and understand the critical role that volunteers play in the organization.
- Strong administrative, organizational and time management skills; ability to establish and manage priorities and meet deadlines.
- Physically able to reach, bend, stoop and frequently lift up to 50 pounds.
- Must be flexible and able to work some nights and weekends.

**DESIRED QUALIFICATIONS**

- Bachelor’s Degree or equivalent experience
- Program/project management experience.
- Volunteer management experience
- Military or first responder community support experience, or prior military or first responder affiliation/ service preferred; or a demonstrated understanding and appreciation of the special lifestyle and needs of military service members, first responders, and their families.
- Familiarity with Salesforce, Microsoft Office Suite, and Google Workspace.

**SALARY & BENEFITS**

Salary is competitive and dependent on experience. Full benefits, including medical, dental and vision, 401k and life insurance, are available.

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 [resumes@operationgratitude.com](mailto:resumes@operationgratitude.com)

**PROFESSIONAL LEVEL:** Managerial/Exempt