



OPERATION GRATITUDE
Position Description Form

JOB TITLE: Manager, Operations and Engagement
DEPARTMENT: Operations
REPORTS TO: Senior Director, Operations
LOCATION: Chatsworth, CA
TRAVEL: 10%

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 Senior Director, Operations, the Manager, Operations and Engagement will be primarily responsible for managing volunteer activities that bring communities together to support Operation Gratitude programs. This includes sustaining current volunteer programs, developing new initiatives, and managing daily volunteer activities at Operation Gratitude’s facility (aka, “The FOB”) in Chatsworth, CA. The Manager, Operations and Engagement will work closely with fellow Program Managers and adjacent Operations and Development teammates in cross-functional project teams to achieve organizational outcomes of Demand, Development, Volunteerism, and Media and Branding.

This multifaceted role requires someone with meticulous organizational, administrative, and time management skills. Strong communication and relationship management skills are a must, as well as an eagerness to positively represent Operation Gratitude to volunteer groups and community volunteers

KEY RESPONSIBILITIES:

- Recruit, train, encourage, facilitate, and nurture volunteer relationships, sharing the value and impact of Operation Gratitude’s mission
- Collaborate internally with adjacent departments and externally with partner corporations, nonprofits, and civic groups to facilitate volunteer engagement activities and service projects at the FOB
- Work with volunteers individually and in small groups. Assess experience, skill level and limitations of volunteers to successfully engage them in meaningful service
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Independently orchestrate and carry out volunteer activities and events, providing supervision and training of volunteers including individuals and corporate partners, small and large groups, covering a wide range of ages and abilities
- Research and propose ongoing improvements to volunteer services and programs
- Work with “Return to Work” Volunteers, ensuring that all restrictions are followed, and that their timesheets are submitted weekly

- Schedule groups, manage FOB volunteer calendar, and input details for group Volunteer Donation Invoices, when necessary
- Represent Operation Gratitude at military and community events, public gatherings, and other similar activities and events
- In partnership with the Communications and Marketing team, implement communications strategies that facilitate increased community awareness and engagement for the organization
- Cultivate relationships with corporate employee engagement representatives, schools, churches, non-profit groups, and individuals with a goal of moving relationships toward recurring volunteerism
- Support, recognize, and retain volunteers by developing and implementing volunteer appreciation and recognition strategies, including thank you letters, social media, volunteer highlights in newsletters and other communications, and other retention and appreciation efforts. Design and implement a strategic volunteer recognition program with both formal and informal recognition activities
- Maintain volunteer database and produce timely and accurate reports
- Maintain HWL inventory levels to ensure items are ready for production
- Help manage the fulfillment of Corporate Engagement orders
- Ensure “The FOB” is open and ready for volunteers
- Assist in maintaining the cleanliness of the breakroom and main center area as needed daily and during assembly events
- Travel as needed to fulfill duties
- Other duties as assigned

QUALIFICATIONS & EXPERIENCE:

- Passionately embrace the mission and values of Operation Gratitude and convey sincere compassion for and understanding of the 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
- Willing to travel by car and/or plane

Desired Qualifications (optional)

- 5 or more years of management experience
- 2 or more years of program management experience
- Military and First Responder community support experience or a demonstrated understanding and appreciation of the special lifestyle and needs of service members and their families
- Highly organized, self-motivated, and able to effect change
- Familiarity with Salesforce, Microsoft Office Suite, and Google Workspace, NetSuite

PROFESSIONAL LEVEL: Full-time, Exempt

Salary Range \$65,000-\$75,000 DOE

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