



The USO of North Carolina, Inc., a nonprofit 501(c)(3) organization whose mission is to strengthen America's service members and their families by connecting them to family, home and country, is accepting applications for the position of Sandhills Region (Fort Bragg) Pathfinder Scout.

The position is non-exempt, full time. Working conditions are normal office/Military base environment with frequent exposure to offsite or outdoor events and activities. Light work. Up to 20% travel (local).

JOB REQUIREMENTS:

- High School Diploma or equivalent. Postsecondary coursework in psychology, sociology, or social work preferred.
- Prior service as an active duty or family member of the U.S. Armed Forces.
- 2-4 years work experience in a customer service or administrative support role. Relevant experience in a not-for-profit, military, multicultural and/or global organization preferred.
- Familiarity with U.S. military structure, regulations, and existing transition service programs sponsored by the U.S. Department of Defense, U.S. Department of Labor, Veteran's Administration, and other compatible public and private services available within assigned geographic service area.
- Strong interpersonal and customer service skills. Ability to interact with USO of NC Leadership, the general public and military audiences at a variety of levels with integrity and professionalism. Ability to assess and communicate what can and cannot be done by USO of NC.
- Proficiency using computers and electronics equipment. General knowledge of various software, applications, and programs including but not limited to Microsoft Office Suite and customer relationship management software (Salesforce preferred).
- Demonstrated ability to exercise sound judgment related to controversial and/or culturally sensitive subjects. Ability to handle confidential information with tact and poise.
- Must be punctual, organized and self-motivated, with the ability to quickly and easily adapt to changing organizational needs.
- Ability to achieve desired results while working collaboratively in a team environment.
- Ability to perform basic math and follow proper cash/donation handling and reporting procedures.
- Ability to obtain and maintain proper credentials necessary to access USO of NC Center locations and facilities including but not limited to security, credit and/or background screening, SOFA status, valid driver's license.
- Must be able to lift/carry up to 50lbs.
- Must be a strong advocate of the USO of NC's mission.

SPECIFIC RESPONSIBILITIES INCLUDE:

- Serve as facilitator between transitioning troops and their families and federal, state and local agencies' program elements and services, providing a tailored, personal and effective experience. Support new and existing working relationships with U.S. military and local community leadership in order to maximize service awareness and delivery.
- Design and keep detailed records of Individual Action Plans. Make assessments, provide consultation and follow through to assist in meeting individual and/or family goals.
- Assist with design and distribution of marketing materials across multiple channels in order to raise awareness of local USO of NC transition services programs and services. Represent the organization at scheduled events and outreach programs as assigned.
- Coordinate with local USO of NC leadership to ensure appropriate and adequate volume of volunteers, supplies and other resources are available for all programs, services, events and activities.
- Assist with conducting needs assessments and compiling performance metrics related to the delivery and quality of USO of NC transition services.
- Other duties as assigned.

KEY COMPETENCIES:

- Integrity & Trust Is widely trusted; is seen as direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- Peer Relationships Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- Customer Focus Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- Functional/Technical Skills Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- Action Oriented Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

ADDITIONAL INFORMATION:

- \$32,000.00 to \$36,000.00 salary annually dependent upon qualifications and experience.
- Health Benefits, Vision Care, Short & Long Term Disability, Retirement Match Program (Retirement after 1 year).

Send resume with cover letter to kwilloughby@uso-nc.org. NOTE: All applicants must have their cover letter and resume submitted by February 1, 2019. Only emailed applications will be considered. NO PHONE CALLS PLEASE.