



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 Site Manager.

The position is 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 50% travel (local).

JOB REQUIREMENTS:

- Minimum Knowledge, Skills, Abilities and Behaviors necessary to perform the job successfully. Equivalent combination of education and experience is acceptable
- Bachelor's Degree in Business, Industrial/Organizational Psychology or related field.
- 5+ years work experience in a management role, including 1+ years in a supervisory capacity for a not-for-profit, military, multicultural and/or global organization. Prior service as an active duty or family member of the U.S. Armed Forces 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. General awareness of effective marketing & communications techniques.
- Demonstrated ability to lead high-performing teams. Ability to achieve desired results while working collaboratively in a team environment.
- Strong interpersonal and problem-solving skills. Ability to interact with USO Leadership, the general public and military audiences at a variety of levels with integrity and professionalism.
- Demonstrated ability to exercise sound judgment related to controversial and/or culturally sensitive subjects. Ability to handle confidential information with tact and poise.
- Working knowledge of basic business and accounting functions including project management and budgeting.
- Demonstrated initiative/self-motivation, with the ability to quickly and easily adapt to changing organizational needs.
- Proficiency using computers and electronics equipment. Working knowledge of various software, applications, and programs including but not limited to Microsoft Office Suite and Salesforce.
- Ability to obtain and maintain proper credentials necessary to access USO Center locations and facilities including but not limited to security, credit and/or background screening, SOFA status, valid driver's license.
- Must be a strong advocate of the USO's mission

SPECIFIC RESPONSIBILITIES INCLUDE:

- Manage day-to-day planning, delivery, and evaluation of USO Transition Services tools and resources designed to meet the needs of transitioning troops and their families, ensuring a cost-effective, safe, welcoming, well maintained, and customer-friendly environment.
- In coordination with internal Marketing & Communications resources, design and distribute marketing materials across multiple channels in order to raise awareness of local USO transition services programs and services.
- Conduct needs assessments and compile performance metrics related to the delivery and quality of USO Transition Services. Recommend introduction, revision, expansion, and/or termination of programs, services and events based on results. Direct and implement suggested and/or required changes.
- Maintain coordinated network of public and private service providers, ensuring compliance with contractual obligations (i.e. MOU/resource sharing agreements) as well as USO's operating standards, policies and procedures. Assist with development of new and existing working relationships with U.S.

military and local community leadership in order to maximize service awareness and delivery.

- Lead, manage and mentor USO Transition Services Scouts and volunteer workforce, ensuring staffing levels are consistent with service delivery standards.
- 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.
- **Drive for Results** Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
- **Decision Quality** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

Building Effective Teams

- **Blends people into teams** when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
- **Priority Setting** Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Managerial Courage** Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.

ADDITIONAL INFORMATION:

\$39,000.00 to \$43,000.00 salary annually dependent upon qualifications and experience. Health Benefits, Vision Care, Short & Long Term Disability, Retirement Match Program (after 1 year).

Send resume with letter of interest to kwilloughby@uso-nc.org. NOTE: All applicants must have their full application packet submitted by February 1, 2019. NO PHONE CALLS PLEASE.