Open Position: Program Operations Manager
Raleigh, North Carolina

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 Program Operations Manager.

The position is non-exempt, full time. Working conditions are normal office environment with frequent exposure to offsite or outdoor events and activities. Light work. Up to 50% travel (local).

JOB REQUIREMENTS:

- Ability to manage time and resources effectively, to use time and resources productively, maximize efficiency, and meet challenging work goals in a team environment
- This position carries FLSA status of non-exempt, full time. Normal hours of work are Monday through Friday, 9:00AM to 5:00PM with occasional work on weekends, holidays and other times as needed
- Excellent interpersonal skills and the ability to understand and communicate with individuals in the United States Armed Forces, veterans and their families
- Excellent written, oral, and public speaking skills with ability to interact well with the public and clearly articulate the USO of NC mission
- Excellent computer skills in Microsoft Office applications to include Word, Excel, Outlook, PowerPoint and Publisher as well as Google Docs
- Exceptional work ethic, experience in a professional setting, with high level of exposure in an environment requiring confidentiality
- Highly organized, detail-oriented, accountable, flexible, and self-motivated with the ability to manage multiple tasks and remain calm in a fast-paced, changing environment
- Must possess good judgment and be able to work independently and as a team member while keeping supervisor informed
- Must be high energy, possess a can-do spirit and be service and mission oriented
- Work requires walking, standing, sitting, lifting, reaching, stooping, bending, pushing, and pulling. Must be able to lift and support the weight of 50 pounds
- Ability to access DoD installations with proper ID
- Valid driver's license and access to reliable transportation is required

SPECIFIC RESPONSIBILITIES INCLUDE:

- Assist the Warrior and Family Programs Director in ensuring that all programs are planned and organized effectively with other USO of NC staff and leadership, military leadership, and general public.
- Responsible for arranging for program attendee accommodations (including food, hotels, venue, etc.), working with the Communications Director to develop marketing materials and distributing the materials, and managing the annual Warrior and Family Programs calendar.
- Support the operations of the NCServes program, including but not limited to managing the queue of referrals, monitoring tasks and administrative duties, responding to the designated NCServes Central Carolina referral phone number, and supporting the Network Director in training and visiting network providers.
- Support NCServes staff as needed, including managing referrals, assisting with events, and communicating with clients.
- Assist with recruitment, training and supervision of interns to support the daily delivery of programs and services.
- Build and maintain relationships with USO of NC Area staff and Field Operations Directors to bring best in class programming to service members and families.
- Assist the Warrior and Family Programs Director with the submission and oversight of annual budget, maintenance of funding records, and preparation of partner stewardship reports.

- Assist the Warrior and Family Programs Director in completion and timely submission of monthly and quarterly reports, after action reports on each program, and maintain digital photo files of programs and other reporting as required.
- Assist the Warrior and Family Programs Director with ongoing, consistent communication, marketing activities and surveying of the area population to ensure our programs are mission-based, relevant and improve the quality of life of military personnel.
- Manage the planning, development, and implementation of military and community-focused activities, programs
- Represent the interests of service members & their families to the public through speaking engagements, community events, volunteer fairs, etc.
- Assist in gathering in-kind and monetary contributions to support programs.
- Ensure that all USO of North Carolina services, policies and procedures are followed.
- Maintain secure, up-to-date and organized records.
- Keep up to date on Armed Forces information from the Department of Defense & USO Arlington.
- Perform other duties as assigned.

Preferred Qualifications and Requirements:

- Associates degree required, bachelor's degree highly desired
- 3 years of program management experience highly desired
- 3 years of familiarity with the military community highly desired; prior experience in non-profits a plus
- Experience soliciting in-kind contributions in support of program activities
- Experience in grant research and reporting a plus

Additional Information:

- $36,000.00 to $38,0000.00 salary annually dependent upon qualifications and experience.
- Health Benefits, Vision Care, Dental, Short & Long Term Disability

Send resume with cover letter to kwilloughby@uso-nc.org. NOTE: All applicants must have their cover letter and resume submitted by February 14th, 2019. Only emailed applications will be considered. NO PHONE CALLS PLEASE.