Manager, Call Sign Connect

Position: Full Time / Salary / Exempt

Supervisor: Director, Outcomes and Strategic Initiatives

SUMMARY: As the manager of the Call Sign Connect (CSC) program, he/she is primarily responsible for connection activities to Veterans in Middle Tennessee. Specifically, he/she is responsible for engagement efforts and connection events with veteran organizations and individual veterans. Additionally, the CSC manager is responsible for organizational volunteer management and supervision of the Volunteer Coordinator position. This position has frequent duties outside normal working hours.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Develop, improve and/or sustain relationships with veteran resource groups, veteran service organizations (VSOs), student veteran groups, and other agency partners.

2. Develop and execute connection and career networking events such as “Veteran Meetups” and “Industry Insights with a Veteran Leader,” collaborating with the career services and development teams.

3. Enhance collaboration, coordination, and de-confliction among VSOs.

4. Promote and educate the community about the value Veterans bring to Middle Tennessee and represent OSDTN at various Veteran and other events such as “LinkedIn Music City,” and the Middle Tennessee Military Affairs Coalition.

5. Promote, schedule and, in collaboration with Director, Operations, manage day to day operations of the community room.

6. Create data analytics to monitor, report on and improve the effectiveness of various events and relationships.

7. Develop and implement a strategic engagement plan.

8. Develop and execute an annual budget.

9. Supervise the Volunteer Coordinator and provide oversight for agency volunteer activities.

General Duties:

1. Adheres to Agency and Department policies and procedures.

2. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.

3. Perform other duties as assigned.
ATTENDANCE:
Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduling work breaks, where applicable.

COMPETENCIES:
To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual
- Confidentiality – Exercises discretion in all aspects of work; Maintains confidentiality of sensitive information.
- Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Technical Skills – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills.

Interpersonal
- Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Liaison – Communicates clearly between internal staff and external service providers to facilitate accuracy of data and effective, efficient processes.
- External Working Relationships – Develops and maintains courteous and effective working relationships with any representatives of external organizations.

Leadership
- Change Management - Develops workable implementation plans; Communicates changes effectively; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Organization
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Business Necessity – The needs of the employer may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances goals, personnel, work processes, technology, and customer demands. Accordingly, the employee must be capable of adapting, with minimal or no advantage notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Flexibility – Capable of responding to and anticipating rapidly changing external and internal demands without diminishment in work performance.
- Safety and Security – All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:
Supervises the Volunteer Coordinator. Is responsible for the overall coordination and evaluation of personnel. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:
Bachelor’s Degree required. Experience with outreach and volunteer activities desired.

LANGUAGE SKILLS:
Ability to communicate, read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from, clients, customers, and the general public.

COMPUTER SKILLS:
An individual should have knowledge of: Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint). Knowledge of videography, livestreaming and other audio/visual technology desired.

CERTIFICATES, LICENSES, REGISTRATIONS:
- Possess valid, current Tennessee Driver’s License.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:
- Veteran preferred.
- Project management skills.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move more than 10 pounds.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

As of Jan 2022