

Alumni Services Manager

This is a civilian position that works for a 501(c)3 non-profit that supports the Air Force Academy. This position does not require military service or graduation from the United States Air Force Academy.

UNITED STATES AIR FORCE ACADEMY ASSOCIATION & FOUNDATION

The United States Air Force Academy Association & Foundation (Association and Foundation) believe strongly that the United States Air Force Academy ("Academy") is a vital national resource, upholding the invaluable mission of developing leaders of character for our Air Force, Space Force and nation. The Association & Foundation have joined forces to accomplish their complementary missions to actively support these leaders as well as the Academy and its cadets.

The core values of the United States Air Force Academy are Integrity First, Service Before Self, and Excellence in All We Do. These same core values guide the Association and Foundation, as well as our boards and staff.

POSITION PURPOSE

The Association & Foundation, in support of the United States Air Force Academy, seeks a positive and detail-oriented professional to serve as the Alumni Services Manager ("Manager"). This position will reside within the Alumni Relations Division. This position may supervise interns, temporary staff, or volunteers during reunion events.

POSITION RESPONSIBILITIES

- Understand, uphold, and promote the ethical standards and core values of the United States Air Force Academy ("USAFA") and the Association & Foundation.
- Learn and understand how the Association & Foundation interact with the Academy and other Academy-related nonprofit organizations that support various areas of the Academy.
- Lead the USAFA Reunion Program by reviewing, improving, and standardizing processes and communications to ensure world-class engagement experiences.
- Partner with development and stewardship team members to maximize donor recognition opportunities aligned with reunions.
- Lead the USAFA ring program; serve as POC for cadet crest concept and design and coordinate all events in support of ring purchase, celebration and sustainment efforts.
- Maintain accordance with partner contracts in reunions and ring programs, report quarterly updates, and make recommendations through division leadership.
- Partner with the marketing and communications teams to coordinate and maximize awareness and participation in reunion and ring programs.
- Maintain and strengthen relationships and ongoing communication with USAFA partners.
- Support Alumni Relations in other alumni service programs and events.
- Keep abreast of United States Air Force, United States Space Force, USAFA priorities, departmental priorities, programs and events.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Positive, energetic and engaging personality.
- Must be able to physically work full-time in the office.
- Possess strong customer service and collaboration skills.
- Possess excellent written and oral communication skills.
- Ability to use organizational skills and manage multiple tasks concurrently.
- Apply initiative, creativity, and sound judgment to each situation, as appropriate.
- Collaborate with colleagues and with a diverse customer base.
- Meet project deadlines, which includes working accurately and thoughtfully under pressure.
- Maintain a high level of professionalism, confidentiality and emotional intelligence.
- Strive for excellence and high-performance results.

QUALIFICATIONS & OTHER REQUIREMENTS

- A bachelor's degree is preferred.
- First-hand knowledge or connection to the Air Force Academy or Air and Space Force is preferred.
- Deep connection to the Service Academy's mission and core values is preferred.
- Working knowledge of video conferencing systems (i.e., Microsoft Teams or Zoom).
- Working knowledge of alumni engagement and relations in a higher education setting.
- Working knowledge with Raiser's Edge or similar CRM database.
- Working knowledge Microsoft Office 365 program suite is required.
- Must hold a valid driver's license and maintain necessary insurance.
- Must pass a Defense Biometric Identification System (DBIDS) background check for access to USAFA and Association and Foundation facilities.
- Possess a service-oriented mindset and be able to resolve customer complaints.
- This position will require the ability to work some evenings and weekends.

COMPENSATION AND BENEFITS

The salary range for this position is \$56,000-\$63,000 (commensurate with experience). The Association & Foundation offers a competitive benefits package including but not limited to medical, dental, vision, life insurance, short-term and long-term disability, retirement, and paid time off for all full-time employees.

SUBMISSION INSTRUCTIONS

Applicants must submit a cover letter and a resume to receive full consideration. Applications can be submitted via https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=6837516.

The position will remain open until filled.