

**United Through Reading
National Program Manager
Job Description**

REPORTS TO: United Through Reading's Senior Director for Operations and Technology

MISSION STATEMENT: United Through Reading (www.unitedthroughreading.org) unites families facing physical separation by facilitating the bonding experience of reading aloud together. Founded in 1989, United Through Reading envisions that all children will feel the security of caring family relationships and develop a love of reading through the read aloud experience.

POSITION DESCRIPTION: With the leadership and guidance of the Senior Director for Ops and Technology, the CEO, and the Board of Trustees, a National Program Manager plans, organizes, and directs comprehensive, effective program development and management in the Region on behalf of United Through Reading to meet organizational goals as reflected in the strategic plan. This includes, but is not limited to recruiting, training, and managing a volunteer network for program implementation in the Region; building relationships with military leaders in the region; and maintaining positive visibility and interface with the community at large.

REQUIRED EXPERIENCE:

- Knowledge of military community and structure
- Effective public speaker with experience with varied audiences and venues.
- Excellent ability to communicate in oral and written form with all levels of military community.
- Proven volunteer development and management.
- Extensive and current use of technology including Microsoft Office, Adobe Publisher, emails systems, databases, and social media including Facebook and Twitter

RESPONSIBILITIES:

Program Management

- Prepares program plan with short and long range goals to meet organizational objectives.
- Works directly with commands that are interested in running United Through Reading during deployment.
 - Contacts commands three to four months prior to deployment to offer program.
 - Provides command brief to command leadership, as appropriate.

- o Attends pre-deployment briefs to provide information to command, service members, and families.
- o Trains Active Duty Coordinators (or Action Officers) and Homefront Coordinators on the program, and their specific responsibilities as Coordinators.
- o Orders Resource/Storytime Kick-off Kits for commands for which ADCs have been trained.
- o Follows guidelines for maintaining contact with Coordinators, using templates and established timelines.
- o Maintains a checklist of actions with each command.
- o Creates new records in Salesforce for new commands, and updates them as necessary.
- o Records beneficiary data in the Salesforce.
- o Compiles end of deployment report for each command.
- o Provides final reports to the Command Leadership and Coordinators.
- o Writes Letters of Appreciation for all command volunteers for the program.
- o Organizes, coordinates, and travels as needed to conduct program orientation and training seminars.

Organizational Responsibilities

- Keeps the Senior Director for Ops and Technology informed of program activities.
- Continually evaluates and provides feedback on program policies, systems and procedures.
- Collects and analyzes data from program surveys and beneficiary data and prepares reports, as needed.
- Attends team meetings, staff meetings, and other meetings by phone as required.
- Represents program at community events
- Recruits, rewards, and retains Program Advocates and UTR Ambassadors.
- Assesses and maintains volunteer satisfaction through regular communication, letters of appreciation, and other methods as appropriate.
- Establishes and maintains appropriate collaborations with service organizations to support and expand UTR.
- Provides information and input, as needed, to the Development and Strategic Alliance Department for the purpose of telling UTR stories in social media, appeals, annual report, stewardship correspondence, and preparing fundraising proposals
- Assists in identifying and cultivating potential donors in consultation with Senior Director of Development and Strategic Alliances, CEO and Board of Trustees.

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.

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 up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit, stand, and walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.