



San Diego

“This Position is a 4pm-12am Shift”

Job Title:	Location	Status	Reports to (Title):
Center Associate	Airport Center	Exempt	Airport Center Director

For over 78 years USO San Diego has been San Diego’s leading organization to serve the men and women in the U.S. Military and their families throughout their time in uniform. From the moment they join, through their assignments and deployments and as they transition back to their communities, USO San Diego is always by their side.

USO San Diego adapts to the needs of our men and women in uniform and their families by creating programming that is consistent with our mission but meets the guidelines of our 4 pillars of service; Entertain, Unite, Deliver and Transition.

Center Operations Specialists are responsible for providing excellent customer service, maintaining a warm, friendly, inviting environment for service members as well as maintaining the day to day activities of a USO San Diego Center.

MAJOR FUNCTIONS AND ACCOUNTABILITIES:

- Meet, greet, welcome and assist visiting guests. Orient and assist guests with center amenities, tours, classes, and services in coordination with the Center Director, Director of Operations and the CEO.
- Manage operations and programs during assigned shifts, including but not limited to opening and closing procedures, managing assets, complying with all policies and procedures and following safety and security protocols.
- As directed by leadership, ensure logistics, inventory, and databases are effectively operating within the center.
- Oversight volunteers who are on shift providing detailed support by communicating and assisting with needs.
- Monitor readiness and availability of activity within the lounge areas.
- Provide quality customer service to those we serve
- Maintain communication with the Volunteers at this location promoting USO San Diego as one and providing information relevant for all to be aware of.

- Assist with the planning, delivery, and execution of Airport Center programs to include feedings in conjunction with the Center Director and the Director of Operations.
- Responsible for program metrics that are reported to the Center Manager, Director of Operations and the CEO. This includes metrics with Spartan, VMS, and any other pre-determined systems.
- Responsible for product inventory to include gain and loss of product daily; this includes planning ahead when center assistant will not have a physical presence.
- Maintains ordering for center inventory through our internal resource requests system as well as determined ordering systems in conjunction with the Center Director, Director of Operations and the Accountant.
- Other duties as assigned

QUALIFICATION AND EXPERIENCE REQUIREMENTS:

- Bachelor’s Degree preferred and / or 5+ years equivalent assistant manager experience.
- Preferred experience with military life and / or government work experience
- High level customer service and leadership experience with the military community or non-profits.
- Detail oriented and comfortable with a fast-paced, high performance environment
- Proven ability to utilize Microsoft Office Suite, Volunteer Management Systems, and Organizational metrics systems.
- Food Manager certification required
- First Aid, AED, and CPR Certified required
- Valid Driver’s License – 3 year Clean Driving Record

DETAILS:

- This is a full-time position located at USO San Diego’s Neil Ash Airport Center.
 - Center Assistant is to be present in the center during specified shifts, no exceptions.
- “This is a Weekday Mon-Fri 4pm to 12am Shift with Occasional Weekends needed.
- Relocation assistance is not available for this position
- Resume and Cover Letter required for full consideration and should be emailed to director@usosandiego.org