



**Position Title: Client Relations and Accounts Associate**

**Salary Range: Up to \$35K annually; commensurate with experience.**

**Location: Student Veterans of America (SVA), 1012 14th Street NW (12th Floor) Washington, DC 20005**

**SVA is a 501(c)(3) non-profit coalition of more than 1,500 student veteran organizations on college campuses globally. SVA's mission is to provide military veterans with the resources, support, and advocacy needed to succeed in higher education and in high growth-in demand career fields. For more information, visit us at [www.studentveterans.org](http://www.studentveterans.org).**

SVA does not discriminate based on race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, political affiliation, gender identification or expression, or military status in any of its activities of operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers, and selection of vendors and provision of services.

**Education:** Bachelor's degree or higher is required with a degree in a business/marketing related fields preferred.

**Experience:** Up to one year of project management, development, sales, communication, marketing, branding, and strong social media skills.

**Position Objective:** The incumbent will work with SVA's corporate Roundtable partners to advance their objectives. This includes daily collaboration between SVA and Roundtable Partners including prospective partners. This includes the use of all program and marketing platforms available to SVA and our partners and LinkedIn's capacity for enhancing communication and opportunities for and with prospective and current partners.

**Summary:** This is a new position within SVA as a collaborative team. The incumbent will act as a liaison between the Marketing and Communication team and the Strategic Engagement and Development team. The incumbent has shared responsibility with the Communication and Marketing manager for partner relationships. This includes project management and planning, focused on all Roundtable partners as they join and for identifying prospective partners. This includes working with both teams to develop and implement a customized plan approved both within SVA and by each partner that serves the needs of student veterans and the organizational objectives. The incumbent works closely with employees of Roundtable partners and SVA team members, outside suppliers, and current and prospective student veterans.

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## Duties and Tasks Critical to Success

- Support day-to-day operations and multichannel marketing communications campaigns with a focus on our Roundtable partners and relevant resources they offer that provide SVA with strategies for professional content;
- Execute a strategy to train and mobilize SVA chapters and members to leverage our Roundtable partners and their resources to advance their career objectives (including physically, virtually, at events or chapters, etc.), and to train and mobilize and assist our Roundtable partners, as deemed appropriate by SVA management, including recruiting of student veteran talent.
- Create, edit, proofread content and assist in developing, revising and formatting a wide variety of communications materials and tools, including but not limited to: e-newsletters, fact sheets, talking points, program collateral, speeches, talking points, presentations, handbooks, press kit materials, direct mail, brochures, print and written web content.
- Demonstrated ability to identify and communicate priorities and competing interests; track and report campaign results, and provide recommendations for improved communication.
- Diligently and routinely communicate with current and prospective partners for the purposes of ensuring all relevant parties are satisfied and the terms of agreement (via a Memorandum of Understanding or similar) are met.
- Maintain engagement across stakeholder networks and SVA Chapters, identify and cultivate prospective partners, maintain accurate records of interactions with current and prospective partners. Work with Roundtable partners to implement programs and resources they offer that benefit student veterans.
- Serve as an ambassador to current and prospective partners by managing expectations and evaluating marketing tools in relation to partner needs' and organizational capability.

**Functional and Relational Responsibilities:** Reports to both the Vice President, Public Relations and Chapter Engagement and the Strategic Engagement and Development Team. Works closely with the Communication and Marketing Manager, Vice Presidents, and the Executive Vice President to manage external relations with all partners.

**Telework:** Telework may be authorized after a 90-day probationary period and at the discretion of the Vice President, Public Relations and Chapter Engagement. This position is not eligible for full-time remote work.

## Qualifications

- Relationship builder, team player, exceptional problem-solving and troubleshooting skills, a record for being reliable, utilizing sound judgment;
- Familiarity with online career applications, such as LinkedIn groups, corporate, job, and other specialized pages and career related profile building resources;
- Demonstrated project management and ability to self-motivate and direct work;
- Strong writing experience required (externally focused) with a variety of print and online communications;
- Excellent web technology skills, Microsoft Office Suite skills, and comfortable working with large datasets in some of the major database platforms (strong Excel skills preferred);
- Experience working with databases, particularly with CRMs;
- Must be able to meet deadlines and manage multiple projects simultaneously;
- Proven editorial skills;
- Skill at both long-form content creation and real-time (immediate) content creation and distribution strategies and tactics;
- Familiarity with principles of marketing (and the ability to adapt or ignore them as dictated by data);
- Passion for SVA's mission;
- Candidates who are veterans or immediate family members of veterans or serving members of the military will be strongly favored.

To apply, please send your resume and cover letter to [media@studentveterans.org](mailto:media@studentveterans.org) with the subject line: "Client Relations and Accounts Associate Application."

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