



Program Manager, Chapter Support and Programs

Salary Range: Commensurate with experience

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

About the Organization

Student Veterans of America (SVA) is the country's largest student organization in higher education and works with and on behalf of veterans in higher education. SVA empowers all generations of military veterans with the resources, support, and advocacy to succeed in their journey to, through and beyond higher education. SVA represents a community of over 1,500 chapters on campuses in all 50 states and four countries comprised with nearly 750,000 student veterans on those campuses. SVA is [Gold Certified](#) by Guide Star and was named Non-Profit of the Year by HillVets. For more information, visit us at www.studentveterans.org

About the Position

SVA is seeking an exceptionally outgoing, dynamic, and fast-learning individual who thrives on direct and personal engagement with people to support our chapters, chapter leaders, and student veterans through SVA's Chapter Support team. SVA is a fast-paced higher education, veteran-focused nonprofit which also supports service members in their transition to higher education, and military-connected students through our chapters which are open to all, veterans and non-veterans. This position reports to the Vice President of Operations and Chapter Support and forms part of SVA's growing programmatic and chapter engagement team. In this position, you will contribute to SVA's operational strategy in alignment with SVA's strategic plan to strengthen chapter leader support and training, while simultaneously assisting with the expansion and delivery of SVA's chapter support and program initiatives. These include Chapter Leadership Summits, the SVA Leadership Institute, our National Conference, individual consultations with chapter leadership teams, and more to come.

The Program Manager, Chapter Support and Programs leads the day-to-day operations of assigned programming, consistently provides direct, relative and meaningful engagement, including in person, by phone, and other means, with Chapter Leaders and Chapter Members, assists students interested in SVA chapters, SVA's national engagement, or participating in SVA chapter support programming, and works with all SVA departments to ensure SVA's broadest and most important goals to support SVA Chapters, Chapter Leaders, Chapter Members, and SVA Alumni goals are achieved. Additional duties include; development of monthly and quarterly program and engagement reports, execution of grant requirements including recording and reporting results, maintaining accurate and current records of all student veteran engagement to support SVA's data-driven work, and support for the development of new programming.

The right person for this role will be able to engage with people in person, by phone, in writing, through email, and other means, exercise quick-thinking, flexibility, and adaptability, and be responsive to constantly changing demands and priorities that support the long-term goals and strategies of SVA. This person will be resourceful and autonomous when taking on tasks and projects. Communication with team members, supervisors, and SVA leadership is important, and the ability to know when to ask questions and return for input and guidance is critical to the efficiency of the organization. Representing the organization as a key member of the team will be a core component of the role, including being an ambassador for the organization to build and maintain relationships with student veterans, other student organizations, higher education administrators and organizations, other Veteran Service Organizations (VSOs), sometimes with the military services, DoD and other government agencies, congressional offices, and elected officials. Interpersonal strengths must include a willingness to directly engage with all SVA constituents and ensure they know they are valued and important stakeholders with SVA focused on their needs will require personal interaction beyond email or the use of other technology platforms – you should not be afraid to pick up the phone and talk to others or take in-person meetings.

Responsibilities

- Serve as the first point of contact for Chapter Leaders, student veterans, and SVA alumni; handle general inquiries from the public and student veterans related to programming, initiatives, and resources
- Maintain frequent and engaged high quality contact with Chapter Leaders and student veterans, recording all contacts and contact details in our Salesforce CRM
- Assist in the development and oversight of Chapter programs, tools and resources, including the Chapter Leader Handbook, presentations, and other written material
- Work in partnership with the Senior Leadership team to plan and implement Chapter trainings and special events (e.g., new Chapter Leader orientations, Chapter Leadership Summits, Chapter Leadership Institute, annual National Conference)
- Develop and support collaborations with Chapters to strengthen individual Chapter strategies in an effort to align SVA National priorities and direction with theirs, and vice-versa
- Develop ongoing interactions with SVA Chapter Leadership Summit and SVA Leadership Institute graduates, building our ability to work with them regularly to support them, their Chapters, and SVA's mission
- Work closely with SVA Chapter Leaders to maintain an accurate documentation of Chapter records and history
- Deliver and promote leadership and educational programs in connection with the SVA's strategic plan and learning continuum
- Research and stay abreast of standard college and university operations, policies and trends impacting student veterans and campus organizations
- Ensure adequate data is collected and processed to provide necessary reports and metrics in alignment with SVA's objectives and initiatives
- Support Chapter-level strategic planning implementation and confirm goals are being reached through follow-up mechanisms
- Identify knowledge gaps among membership and gaps in the scope and delivery of programs and resources, recommending necessary adjustments to increase effectiveness
- Analyze industry best practices and assist in developing and implementing a nationally-guided engagement process to support current members and retain alumni
- Motivate Chapter Leaders to seek, encourage, and respect current and prospective members without bias or prejudice
- Other duties as assigned

Education and Experiential Requirements

- Bachelor's degree required
- Minimum 2 years of progressive experience in nonprofit membership-based organizations, or chapter-based organizations, a background in the higher education industry, admission counseling, or other relevant professional work experience

Qualifications (Knowledge Skills and Abilities)

- Experience working within a college or university alumni association or within a nonprofit chapter system
- Demonstrated skill and comfort with proactively building and supporting independent chapter organizations
- Successful management of work in an organization's customer relationship management system
- Budgeting, planning, and execution of programmatic initiatives at the local, regional, and national level
- Innovative thinker, with a track record for translating strategic thinking into action plans and output
- Exemplary relationship management, customer service, interpersonal, and verbal and written communication skills
- Experience in building, mentoring and coaching a team of program support specialists and interns

- Strong project and people management skills with attention to detail, including the ability to coordinate workflow, establish priorities, meet deadlines and effectively balance competing demands
- Knowledge of federal education benefit programs, such as the GI Bill for veterans, and related educational benefits for college, such as scholarships, internships, federal and state education benefits, and grants
- Knowledge of military service, veteran-related issues, Department of Veterans Affairs, Department of Education, Department of Labor and Department of Defense are desirable
- Proficiency with Microsoft Office Suite
- CRM, Database experience; Salesforce preferred
- Ability to work as a member of a diverse and growing team
- Self-motivating, goal-oriented with a sense of initiative
- Passion for SVA's mission
- Candidates who are veterans or immediate family members of veterans or serving members of the military are strongly encouraged to apply
- Available for periodic overnight travel

Requirements

This is a full-time exempt position with working hours Monday-Friday from 8:30 AM to 5:00 PM.

This position will be located at the SVA National Headquarters in Washington, DC.

Up to 50 percent travel is possible over the course of the year, including travel to the National Conference, and other required SVA events.

Application

Email resume, cover letter, and salary requirements to careers@studentveterans.org. Please include "Program Manager, Chapter Support and Programs" in the subject line.

SVA is an Equal Opportunity Employer.