**POSITION DESCRIPTION**

**Position Title:** Outreach Coordinator

**Location**: Washington, DC 20005

**About the Organization**

Student Veterans of America (SVA) is a 501(c)(3) higher education non-profit, headquartered in Washington, DC. With a mission focused on empowering student veterans, SVA is committed to providing an educational experience that goes beyond the classroom. Through a dedicated network of more than 1,500 on-campus chapters, SVA aims to inspire veterans by connecting student veterans with a community of dedicated chapter leaders. Every day these passionate leaders work to provide the necessary resources, network support, and advocacy to ensure student veterans can effectively connect, expand their skills, and ultimately achieve their greatest potential. For more information, visit us at www.studentveterans.org.

**Summary**

SVA is seeking a responsible, personable, and dynamic employee who can support our network of chapters through relationship building and chapter success guidance. This position reports to the Programs and Services Manager. The Outreach Coordinator is responsible for maintaining current chapter relationships as well as initiating new chapter relationships. The primary responsibility is to ensure the SVA National Headquarters is meeting the needs of its chapters by performing regular outreach and communication for programmatic, advocacy, and research needs. They are also responsible for monitoring chapter status and ensure that chapters are aware of SVA programs and chapter services. Finally, they promote a positive, professional image of SVA.

**Responsibilities**

* Collaborate with Manager to implement annual outreach and engagement plan
* Identify key sources for program target population
* Establish and maintain long-term relationships with chapter advisors and staff associated with the SVA chapter
* Proactively network for new community contacts with the intention of building ongoing, long-term relationships
* Professionally represent SVA and provide back up support to the Programs and Services team as needed at college fairs, transition fairs, and community events
* Update and maintain a database of chapters and contacts
* Coordinate progress reporting to management
* Evaluate outreach efforts and make recommendations for improvement
* Assist in the development and distribution of outreach correspondence, brochures, and website to support increasing the number of participants in SVA programs as requested
* Invite, add, and join social media marketing groups to establish and maintain digital relationships for outreach and recruitment
* Produce monthly tracking reports as requested
* Required attendance in both community and virtual programs put on by SVA National Headquarters; this includes one week in January, 3-6 weekends in the summer, and one week in the fall or spring
* Other duties as assigned

**Education and Experience**

* Bachelor’s degree preferred
* 2+ years of experience with a record of consistently exceeding goals
* Knowledge and capacity to work effectively with people from diverse professional, cultural, and personal backgrounds
* Demonstrated knowledge of how to successfully communicate and recruit for programs in a highly competitive market environment
* Excellent customer service skills and ability to overcome objections and resolve issues
* Ability to work with a positive outlook in a changing environment, quickly adjusting key priorities in response to the ever-changing needs of prospective participants as well as the dynamics of the organization
* High degree of confidentiality, diplomacy, discretion, and tact
* Excellent planning and organizational skills with demonstrated capacity to follow-through on reporting requirements in a timely and accurate manner
* Excellent verbal and written communication skills with the capacity to motivate individuals and groups with diverse professional and cultural backgrounds as well as produce effective outreach and program materials and presentations
* Ability to exhibit a positive, friendly, and helpful attitude with chapters and be sensitive to their needs while maintaining professional boundaries
* Proven ability to close business and follow-up to ensure customer satisfaction and consistent service
* Ability to work independently as well as on teams on specific tasks within organizational policies and procedures
* Strong relationship building and communication skills to represent the organization and interact with outside individuals from the community
* Must have task orientation, organization, and attention to detail
* Experience with Salesforce is preferred
* 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

**Requirements and Benefits**

Expected salary is between $40,000 and $55,000 annually. SVA’s National Headquarters is in Washington, DC and there is space to work from the office, but the position is expected to be remote and has a moderate expectation of travel. The Outreach Coordinator is expected to infrequently work flexible hours (outside the typical workday) to accommodate the needs of the organization. Applicants must have a valid driver’s license. SVA is currently operating under a remote work policy due to COVID-19. SVA offers medical, dental, and vision insurance as well as a 401k retirement plan and match.

**Application**

Email resume, cover letter, and salary requirements to [careers@studentveterans.org](mailto:careers@studentveterans.org). Please include “Outreach Coordinator” in the subject line. ASVA is an Equal Opportunity Employer.