



## Director of Operations

**About the Service Women's Action Network (SWAN):** SWAN's mission is to advocate for, support, and connect with service women; past, present and future. SWAN amplifies the voices of military women, draws attention to their unique needs and advocates for solutions to meet their needs.

**Position Description:** The Director of Operations' primary responsibility is to assist in operational and administrative responsibilities to fulfill organizational activities. Strong candidates will have experience in leadership and management, organizational operations, and external communications, and familiarity with the policy and legislative issues associated with military women and veterans. Strong candidates should have knowledge of military and/or veterans' culture, and a bachelor's degree, at minimum.

### **Duties and Responsibilities:**

- Support the Chief Executive Officer in making decisions for SWAN's operational activities
- Monitor organizational emails and calls, and plan/monitor daily operations including maintaining and updating the organization's calendar as well as awareness of staff activities
- Revise and/or formulate operational policies and promote implementation including the Emergency Action Plan
- Supervise and assist staff with communications and development tasks
- Advertise and manage SWAN's intern and volunteer programs, including SWAN's Action Group
- Monitor, track, and share vital operational information with the CEO, staff, and Board of Directors
- Attend Coalition and partnership meetings as assigned
- Supervise the Executive Assistant in receiving and collating staff weekly reports, running weekly staff meetings, publishing agenda, and taking and distributing meeting notes
- Ensure proper scheduling, management, and execution of SWAN events
- Assist the CEO in researching grant opportunities, and prospective foundations and individual donors
- Assist the CEO in the drafting of proposals, annual reports, impact reports, grant reporting, and other donor communications, and finalize these as tasked
- Assist Creative Director and Executive Assistant with maintenance of website, app, and email database system, as well as the monthly newsletter
- Ensure coverage of hotline calls in coordination with Case Manager on an as needed basis
- Other duties as assigned

**Qualifications:**

- Exceptional organizational skills and ability to manage multiple projects
- Outstanding leadership ability and excellent organizational and management skills
- Ability to communicate efficiently within a small, geographically separated team environment
- Ability to interact with a diverse group of individuals in various coalitions and settings
- Experience working with very senior people with appropriate decorum in a variety of settings
- Subscribe to a non-partisan approach to policy and legislative activities
- Exceptional written and verbal communication and collaboration skills
- Personal qualities such as empathy, flexibility, and situational awareness
- Computer proficiency, including MS Office Suite and Google Apps
- Awareness of military and veteran cultures
- Basic familiarity with policy, legislation relating to women in the military and as veterans
- Bachelor's degree
- Willing and able to learn new skills/abilities
- Experience working with social media platforms such as Facebook, Twitter, LinkedIn, and Instagram is a plus
- EveryAction database experience is a plus
- Veteran or Reserve/Guard status is a plus

**Other Details:**

- This role is currently part-time (20-25 hours per week)
- Hybrid (if local to DC area)/remote (if not local to DC)
- Compensation is \$1,950/month