



## Manager, Idaho Area (Telecommute)

### Position

Reporting to the Director of the Western Region, the Idaho Area Manager (Telecommute) is primarily a service provider of Hire Heroes USA's programs to military members, veterans and their spouses. The Idaho Area Manager (Telecommute) leads employment initiatives for Hire Heroes USA to support Workshop and career events throughout the state of Idaho. The Manager is the liaison between federal and state employers, state government, military, nonprofit and philanthropy organizations. The Manager also conducts assessments, resume revisions, job search assistance, interview skills training, and Warrior Transition Workshops. A majority of the Manager's time will be spent establishing relationships with local businesses, increasing brand awareness and coordinating efforts with like entities. Equally as important, the Manager will be interacting with veterans in person, on the phone, or via email, in order to educate the veteran on effective job search techniques, improve the veteran's resume, and develop the veteran's interviewing skills. The Manager (Telecommute) must be able to provide these services from a home office and have the flexibility for travel throughout the state of Idaho. The successful candidate should have demonstrated leadership experience and the ability to operate remotely with limited oversight. Preferred customer service or client interface background as well as an understanding, knowledge of / or experience with the military and leading volunteer initiatives.

This position is a telecommuting position and as such the employee will be required to establish an appropriate work environment within his or her home which would include workspace and internet connectivity. Hire Heroes USA will not assume any cost with the initial home office set or up be responsible for any monthly recurring charges associated with maintaining the home based office.

### Responsibilities

- Manage, coordinate, promote and attend local community events and conduct outreach/awareness
- Manage tracking program outputs and outcomes
- Identify and establish effective networking strategies to produce effective and efficient results
- Identify strategic branding opportunities in coordination with Hire Heroes USA leadership and Marketing and Development teams
- Liaison with federal, state and local employment agencies
- Liaison and coordinate hiring initiatives with state and local businesses, colleges, universities and select special interest groups
- Recommend updates and improvements of all Hire Heroes USA Programs training material
- Conduct detailed Veteran intakes/assessments over the phone or in person
- Develop a job search strategy for assigned Veterans
- Develop or revise Veteran resumes in accordance with program standards

- Identify Veteran job search shortfalls and train the Veteran accordingly
- Maintain quality, accuracy, and privacy of assigned Veteran information in the Hire Heroes USA content-management system
- Conduct periodic follow up with assigned veterans in order to give additional assistance and remain apprised of their job search status
- Participate in two to three day Veteran Employment Workshops, employment events and career fairs at military bases and various locations in Idaho, the US and abroad; instruct subject matter if needed
- Develop knowledge through various certifications, classes, and professional publications
- Work in coordination with colleagues and Employment Opportunities Programs staff to match suitable veterans with open jobs
- Support organization events and fundraisers as needed
- This position will involve travel within the United States up to 25% of the time
- Perform other tasks as directed

### **Desired Skills and Experience**

- Demonstrated leadership experience at the Manager level or above
- Exemplary networking skills; strong ties to the local community
- Bachelor's degree or equivalent professional experience
- Previous customer service experience
- Excellent verbal and written communication skills
- Basic proficiency with Microsoft Office suite
- Ability to work independently or as a member of a team, while productively engaging with others at varying levels of seniority within and outside Hire Heroes USA
- High energy and passion for Hire Heroes USA's mission is essential
- Strong organizational and time management skills with exceptional attention to detail
- Ability to manage competing priorities and multiple project and initiatives at one time
- Successful candidates will have previously demonstrated uncommon maturity and selfless dedication to a cause or organization beyond themselves
- Previous military experience or transition assistance highly desired

**All applicants must submit a cover letter, resume, and completed application as one document attached to [careers@hireheroesusa.org](mailto:careers@hireheroesusa.org)**

### **About this company:**

#### **MISSION:**

Hire Heroes USA empowers US military members, veterans and spouses to succeed in the civilian workforce.

As a 501(c)(3) not-for-profit organization, Hire Heroes' services are provided at no cost to the veteran.

## **VISION:**

Be the Nation's preferred veteran employment service organization through a relentless focus on personalized career coaching that improves clients' quality of life and strengthens the US economy.

## **CORE VALUES:**

Integrity, Passion, Effectiveness and Collaboration

Headquartered in Alpharetta, Georgia, Hire Heroes USA has built a national reputation of excellence for its success at helping unemployed veterans find jobs – currently at the rate of fifty veterans confirmed hired every week.

Our team is comprised of military veterans – many with combat experience in Iraq and Afghanistan– and business veterans. That mix of military and civilian experience has proven essential to effectively training veterans in the skills of self-marketing and then networking them into good jobs with great companies.

The hallmark of the program is a personal approach where each veteran receives dedicated assistance from a highly-trained staff member in order to help them overcome barriers to employment.

Hire Heroes USA is an equal opportunity employer with a diverse workforce. We provide equal employment opportunities to all employees and applicants for employment without regard to age, race, color, religion, gender, marital status, pregnancy, sexual orientation, gender expression or identity, domestic violence victim status, national origin, ancestry, disability, genetic information, military or veteran status, or any other protected factor. This policy applies to all terms and conditions of employment, including, but not limited to recruitment, hiring, assignment, promotion, compensation, training, leaves of absence and termination. Sexual harassment or harassment based on other protected group status, as defined by law is also prohibited.