

## Career Services Assistant Manager

This is a civilian employee position that works for a 501(c)3 non-profit that supports the Air Force Academy. This position does not require military service or graduation from the United States Air Force Academy.

### UNITED STATES AIR FORCE ACADEMY ASSOCIATION & FOUNDATION

The United States Air Force Academy Association & Foundation (“Association & Foundation”) believe strongly that the United States Air Force Academy (“Academy”) is a vital national resource, upholding the invaluable mission of developing leaders of character for our Air Force, Space Force and nation. The Association & Foundation have joined forces to accomplish their complementary missions to actively support these leaders as well as the Academy and its cadets.

The core values of the United States Air Force Academy are Integrity First, Service Before Self, and Excellence in All We Do. These same core values guide the Association & Foundation, as well as our boards and staff.

### THE OVERVIEW

The Association & Foundation, in support of the United States Air Force Academy, seeks a positive, energetic and detail-oriented professional to serve as the Career Services Assistant Manager. This position will reside within the Alumni Relations Division and will report to the Career Services Manager.

### DAILY RESPONSIBILITIES

- Uphold and promote the ethical standards, core values, and mission of USAFA and the Association & Foundation while maintaining knowledge of the Department of the Air Force, USAFA, and Association and Foundation priorities.
- Learn and understand how the Association & Foundation interact with USAFA and other Academy-related nonprofit organizations that support various USAFA mission sets.
- Support the Career Services Manager in the development and growth of the Career Services enterprise for USAFA graduates.
- Schedule graduate appointments and intakes with the Career Services Team, and support/assist with administrative, logistical, and substantive content and engagement
- Assist in the marketing, scheduling, and execution of individual, concierge style coaching, group sessions, workshops, personal branding, social media enhancement, and virtual programs.
- Perform initial interview/intake meetings in the Career Services Manager’s absence.
- Research a graduate’s employment history, education, experiences, and social media presence to support the Career Services Manager’s initial and follow-on meetings with graduates.
- Track, analyze, and report metrics related to alumni engagement, employer partnerships, and career placement outcomes using CRM tools.
- Maintain job boards and other collaborative capabilities to maximize value for employers and graduates, through the Long Blue Line (LBL) portal and other online resources

- Understand and grow in knowledge of employment, hiring trends, and job market shifts relevant to USAFA graduates (e.g., aviation opportunities, national defense, intelligence, cyber, etc.).
- Learn and maintain a general knowledge of USAFA academic majors, Air Force Specialty Codes (AFSC), Air Force/Space Force career options, and post-military service transition opportunities
- Support and sustain employer engagement initiatives, including outreach campaigns, strategic partnerships with select industries, job fairs, and representation at conferences and networking events that value veteran and USAFA skillsets (e.g., aerospace, defense, technology, consulting, healthcare, and finance).
- Collaborate with the Association and Foundation Marketing and Communications team to promote the Career Enterprise, programs, job opportunities, and graduate/employer success stories across Association & Foundation platforms (e.g., Checkpoints, GradCast, Zoomie News, etc.).
- Pursue continuing education and insights into employment and hiring trends, such as resume writing, job-search platforms, and emerging concepts (e.g., AI usage in hiring/employment)
- In support of the Career Services Manager, serve as an Academy liaison for the Service Academy Career Conference (SACC). This principally involves administrative and logistical planning and execution to support Graduate attendance at SACC.
- Support, enhance, and improve a structured development plan supporting cadets through graduation, in coordination with the USAFA/CW.
- Perform other duties as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Positive, energetic, and engaging personality.
- Possess strong customer service and collaboration skills.
- Possess excellent written and oral communication skills.
- Ability to use organizational skills and manage multiple tasks concurrently.
- Apply initiative, creativity, and sound judgment to appropriate situations.
- Work collaboratively with colleagues and with a diverse customer base.
- Meet project deadlines, which include working accurately and thoughtfully under pressure.
- Maintain a high level of professionalism, confidentiality, and emotional intelligence.
- Committed to excellence and high-performance results.

## **REQUIRED QUALIFICATIONS**

- A bachelor's degree is preferred.
- First-hand knowledge or connection to USAFA is preferred.
- Working knowledge of alumni engagement and relations in a higher education setting, including a customer service relations background.
- Working knowledge with Raiser's Edge or similar CRM database.
- Working knowledge of Microsoft Office 365 program suite.
- Working knowledge in hybrid video conferencing systems such as Microsoft Teams and Zoom.
- Be able to work evenings and weekends as needed.
- Use organizational skills to manage multiple tasks concurrently.
- Possess excellent written and oral communication skills.
- Apply initiative, creativity, and sound judgment to appropriate situations.
- Work collaboratively with colleagues and with a diverse customer base.

- Meet project deadlines, which include working accurately and thoughtfully under pressure.
- Possess a service-oriented mindset and be able to resolve customer complaints.
- Maintain a high level of professionalism, confidentiality, and customer service skills.
- Commit to high-performance results, teamwork, and possess a desire to reach increasingly aggressive goals.
- This position will require the ability to work on evenings and weekends. Some travel (up to 10%) will be required to represent the Association and Foundation and engage with the graduate and alumni community.
- A valid driver's license and any related insurance.
- Be able to pass a DBIDS Background check, which is required to maintain access to the Association and Foundation offices on USAFA.
- Individuals with service in the military, especially the U.S. Air Force, will be given strong consideration

## **COMPENSATION AND BENEFITS**

The salary range for this position is \$58,000-\$60,000. The Association & Foundation offers a competitive benefits package for full-time employees including but not limited to:

- Medical/Dental/Vision
- 401(k) – up to a 6% match
- Generous Paid Time Off (PTO) policy
- 12 Holidays
- Employer Paid Life Insurance
- Free tickets to Air Force Basketball, Hockey etc.
- Gym access

At the Association & Foundation, collaboration and teamwork are critical to our success. For this reason, we value our time working side by side in the office. We also know that the flexibility to work remotely from time to time can provide a healthy balance throughout the week. Our goal is to create a flexible, supportive work environment that fosters employee well-being and productivity.

Employees are expected to work from the office location Monday through Thursday and have the option to work remotely on Fridays.

## **SUBMISSION INSTRUCTIONS:**

Applicants must submit a cover letter and a resume to receive full consideration. Applications can be submitted via [https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R\\_ID=7033222](https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=7033222). The position will remain open until filled.