

Digital Integration 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 seeks a dynamic and creative professional to join the Engagement & Events team and serve as the Digital Integration Manager (“Manager”). This individual will serve under the direction of the Director of Engagement & Events (“Director”).

DAILY RESPONSIBILITIES

- Understand, uphold, and promote the ethical standards and core values of the Academy, and the Association & Foundation.
- Oversee alumni digital engagement efforts in coordination with Alumni Relations, driving digital advancement for Boards, Chapters, Affinity Groups, Membership, Young Alumni, Heritage programs (e.g., forms, surveys, registrations, etc.) and others.
- Oversee and maintain the Long Blue Line (LBL) Portal and associated People Grove contract, implementing growth strategies to increase user adoption and deliver quarterly performance updates.
- Train colleagues and facilitate virtual engagements, while leveraging engagement platforms (e.g., ZOHO, CVENT, etc.) in partnership with the Director of Engagement & Events.
- Create and manage all engagement platform content (e.g., ZOHO, CVENT, etc.) including contracts and metrics.
- Develop, edit, and distribute communication content, including mass emails, social media posts,

and event signage, in collaboration with Marketing and Communications to support engagement programs.

- Conduct quarterly data pulls from the LBL Portal in collaboration with the Gift Administration & Data Integrity (GADI) team.
- Coordinate with the Finance team to pull pertinent information for the support of external event registrations (e.g., funds collected & distributed for Chapters, Affinity Groups, etc.).
- Collaborate with the Foundation's development team to strengthen alumni engagement, serving as a key connector across functional areas (e.g., Harmon Dinners, other events, etc.).
- Build and maintain relationships with alumni engagement counterparts at peer institutions, sister service academies, Air Force Academy alumni communities, and employer partners.
- Develop, edit, and distribute communication content, including mass emails, social media posts, and event signage, in collaboration with Marketing and Communications to support engagement programs.
- Contribute to the planning and execution of events that deliver a best-in-class constituent experience.
- Stay current on Air Force, Air Force Academy, and departmental priorities, programs, personnel, and events to inform engagement strategies.
- Engage with Academy-related nonprofit organizations to understand and support their contributions to the broader Academy community.
- Keep abreast of Air Force, Academy and departmental priorities, programs, personalities, and events.
- Perform additional duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- 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 includes working accurately and thoughtfully under pressure.
- Possess a service-oriented mindset and be able to resolve customer complaints.
- Maintain a high level of confidentiality along with superior customer service skills.
- Commit to high-performance results and teamwork and desire to reach increasingly aggressive goals.

QUALIFICATIONS

- A bachelor's degree is preferred.
- At least three years of management or supervisory experience is preferred.
- Working knowledge of alumni engagement and relations in a higher education setting is preferred.
- Working knowledge with Raiser's Edge or similar CRM database is preferred.
- Experience with Project management tools, CVENT, StreamYard, and Thankview.
- A valid driver's license and any related insurances is required.
- An ability to travel 10%-20% of the time to attend events and meetings within the United States which will include night and weekend work.
- Be able to pass a DBIDS Background check, which is required in order to maintain access to the

- Association & Foundation's principal offices on the Academy.
- 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 - \$64,000 (commensurate with experience). The Association & Foundation offers a competitive benefits package including but not limited to medical, dental, vision, life insurance, short-term and long-term disability, retirement and paid time off for all full-time employees.

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=7009286. The position will remain open until filled.