



Memorial Affairs and Next of Kin Services Manager

This is a civilian 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, seek a positive, energetic, and detail-oriented professional to serve as Memorial Affairs & Next of Kin (NOK) Services Manager. This position resides within the Alumni Relations Division and reports to the Director of Heritage.

This role is critical in supporting families of deceased graduates, preserving their legacy, and ensuring seamless coordination of memorial programs and services across departments and external partners.

POSITION RESPONSIBILITIES

The Memorial Affairs & NOK Services Manager leads the Association & Foundation’s programs supporting the families of deceased graduates and members, ensuring dignified memorial recognition, compassionate engagement with NOK, and alignment with the traditions and mission of the Department of the Air Force and Air Force Academy.

This role requires collaboration across internal teams, Academy partners, and external stakeholders to support families and uphold the legacy of graduates.

- Understand, uphold, and promote the ethical standards and core values of the Academy, and the Association & Foundation
- Learn and understand how the Association & Foundation interacts with the Academy and other Academy-related nonprofit organizations that support various areas of the Academy
- Lead and oversee memorial and survivor-related programs, serving as the primary liaison with Association & Foundation staff, Mortuary Affairs, USAFA leadership and staff, Academy Ladies and Gentlemen (ALAG), and other constituents as required.

- Serve as the lead, in partnership with the Engagement & Events Team, to assist USAFA in the execution of the annual USAFA Memorial commemoration.
- Serve as the primary point of contact for NOK, managing correspondence, coordinating family communications, and facilitating donation opportunities with Development and Planned Giving teams.
- Manage relationships with surviving spouses and families to ensure continuity of Association membership benefits, support services, and tailored communications.
- Establish and maintain protocols supporting NOK benefits, including memorial tributes, condolence correspondence, and recognition practices.
- Lead the Gone, But Not Forgotten (GNBF) notification process, sharing obituary and funeral/memorial information with the Graduate community as appropriate
- Support the maintenance and review the Gone But Not Forgotten (GNBF) webpage and assist with compiling tribute information for Checkpoints and Here's a Toast publications.
- Support the Reunion team with Class Memorial Brochures and Ceremonies (Fall) and coordinate support with NOK of reunion classes, ensuring visit support.
- Develop and maintain program guidelines, standards, and Standard Operating Procedures (SOPs) for NOK services, reviewing annually to incorporate best practices and organizational priorities.
- Manage and oversee the project budget, including tracking expenditures, monitoring available funds and ensuring expenses align with approved funding.
- As appropriate, represent the Association & Foundation at funerals, memorial ceremonies, and official observances, ensuring respectful engagement with families and institutional stakeholders.
- Provide education and insight into Air Force and USAFA priorities to ensure memorial and survivor programs remain aligned with USAFA missions and values.
- Identify and implement process improvements to strengthen family support, communications, and program delivery.
- Perform other duties as assigned, including mentoring or supervising staff supporting NOK and memorial programs.

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong organizational and project coordination skills; ability to manage multiple projects simultaneously.
- Excellent written and verbal communication skills.
- Proficiency in Adobe Suite, Microsoft Office, and CRM/form-management systems (Zoho or similar preferred).
- Ability to handle sensitive information with discretion and professionalism.

REQUIRED QUALIFICATIONS

- Bachelor's degree or equivalent experience desired.
- Supervisory experience and strong program management skills are preferred.

- 2–5 years of experience in nonprofit, military-affiliated, higher education, events, communications, or related fields preferred.
- Experience working with families, volunteers, or external stakeholders preferred.
- An ability to pass a DBIDS Background check for 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
- A valid driver's license and any related insurance is required

COMPENSATION AND BENEFITS

The salary range for this position is \$62,000-\$66,000. Salary depends on relevant experience and new staff rarely start at the top of the range. 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
- Additional Time Off: Winter Holiday Break
- 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.paylocity.com/recruiting/jobs/All/1d5871d1-8ad4-4124-8fa8-03f75394f899/US-Air-Force-Academy-Association-Foundation>. The position will remain open until filled.