

SENIOR DIRECTOR – ALUMNI SERVICES

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.

POSITION OVERVIEW

The Association & Foundation, in support of the U.S. Air Force Academy, seeks an engaging, energetic, and detail-oriented Senior Director of Alumni Services to lead and elevate our alumni engagement strategy and operations. This individual will report to the Executive Vice President of Alumni Relations and manage a diverse team responsible for graduate and cadet engagement initiatives.

KEY RESPONSIBILITIES

- Champion the ethical standards and core values of the Academy and the Association & Foundation.
- Learn and understand how the Association & Foundation interact with the Academy and other Academy-related nonprofit organizations that support various areas of the Academy.
- Lead and supervise Alumni Services directors and managers responsible for engagement programs such as: Alumni Chapters, reunions, Affinity Groups, Service Academy Career Conferences (SACC), heritage programs, parent engagement (as applicable), USAFA tours, career transitions, and the Next of Kin/Gone But Not Forgotten program.
- Serve as the primary liaison to the Class Advisory Senate (CAS), Alumni Chapters and Chapter Presidents, and Alumni Affinity Groups.
- Manage the Alumni Services budget, ensuring effective stewardship of resources.
- Oversee major alumni recognition programs including, but not limited to: Distinguished Graduate Award, Leadership Achievement Award, and Young Alumni Excellence Award.
- Direct the Legacy Program and collaborate with Academy personnel as needed.
- Coordinate with the 10th Air Base Wing to support program logistics (e.g., base access, security, transportation).
- Support and align Young Alumni initiatives with broader strategic engagement goals.
- Collaborate cross-functionally with other Association and Foundation teams to promote cohesion and synergy in programming and communications.

- Maintain current awareness of Academy, Air Force, and alumni affairs.
- Assist the EVP of Alumni Relations in support of board governance and engagement.
- Perform additional 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 includes working accurately and thoughtfully under pressure.
- Maintain a high level of professionalism, confidentiality, and emotional intelligence.
- Committed to excellence and high-performance results.

QUALIFICATIONS & EXPERIENCE

Required:

- Bachelor's degree
- Demonstrated leadership and supervisory experience
- Strong background in alumni relations, engagement strategy, or related fields in higher education or non-profit environments
- Excellent written and oral communication skills
- Superior organizational and multitasking abilities
- Experience with Microsoft Office 365 and hybrid conferencing tools (e.g., Zoom, Microsoft Teams)
- Familiarity with CRMs such as Raiser's Edge or similar platforms
- Proven ability to meet deadlines and maintain composure under pressure
- Demonstrated professionalism, sound judgment, and emotional intelligence
- Commitment to high performance, collaboration, and service excellence
- Valid driver's license and appropriate insurance
- Ability to pass a DBIDS background check for access to Academy facilities
- Ability to work evenings/weekends and travel up to 10% annually

Preferred:

- Graduate of the United States Air Force Academy
- Prior experience with military-affiliated or service academy alumni organizations

SPECIAL REQUIREMENTS

- Some evening and weekend work required
- Travel commitment of approximately 10% annually
- Must pass DBIDS background check for base access
- Must maintain valid driver's license and insurance

COMPENSATION AND BENEFITS

The salary range for this position is \$85,000 - \$95,000. 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=6903192. The position will remain open until it is filled.