



# THE HONOR FOUNDATION

*Navy SEAL Foundation, A Founding Partner*

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## **The Honor Foundation**

The Honor Foundation (THF) is a unique transition institute created exclusively for the U.S. Special Operations Forces (SOF) community. We provide a clear process for Military Career Transition, professional development, and a diverse ecosystem of world class support and technology. Every step is dedicated to preparing these outstanding men and women to continue to realize their maximum potential during and after their service career.

### **Our “Why” (Mission Statement)**

We exist to serve others with Honor, for life. So that their next mission is clear and continues to impact the world.

### **The Role**

Serving one of the most elite communities in the world would be impossible without an equally elite group of people willing to do the work that service entails. You will join a THF Family (Staff) that truly dedicates their time and experience to our programs, creating an impact for the Special Operations community we serve.

We are changing the lives of this community every day. Bring your passion to give back to this community; bring your ideas and creativity to make our network and programs better; bring your commitment to do what is necessary to become world-class; be willing to have fun. These are the requirements to work here.

We are in search of a Director of Program for the San Diego campus. This role is the face to our Special Operations community, Network, Candidates, Fellows, Alumni, Faculty, Coaches, University/College partners, civilian business partners, and donors. You will be responsible for delivering high touch, high value THF Career Transition Institute Programs to eligible candidates from the SOF pipeline of transitioning service members. You will facilitate the San Diego virtual classroom and in person experience, provide necessary administrative and logistics support, and coordinate with THF staff to provide the support necessary for our Fellows to experience a world-class Program.

If you are willing to work hard, play hard, check your ego at the door, and operate as one team, we'd love for you to join the Family at THF!

## **JOB DESCRIPTION:**

Job Title: Director of Programs, San Diego

Status: Full Time

FLSA Status: Exempt

Supervisor: Vice President of Programs and Curriculum

Department: Programs

Date Prepared: October 2021

## **GENERAL SUMMARY:**

The Director of San Diego Campus is responsible for The Honor Foundation (THF) Career Transition Institute San Diego Programs. Major responsibilities for this position include:

- **(50%) Operations and Programs**

Reporting directly to our VP of Programs and Curriculum, our Director of Programs will be entrusted with the creation of strategic programs and seamless experiences at an executive level for all THF Fellows at the San Diego campus. Focus on coordinating all operational and delivery aspects and data collection of assigned programs and events including, but not limited to: THF Career Transition Institute Programs, THF Informational Sessions and THF Special Events. Tasked with improving the overall quality and maturity of each Fellow's experience in the classroom and during their transition. Our Director of Programs will work closely with THF's Fellows, Coaches and Faculty to structure and produce effective interactions and testimonial follow-ups. Overall, the Director of Programs is part project manager, client manager, business consultant and THF product expert. Our Director of Programs will be focused on helping THF's Fellows, Coaches and Mentors improve their transition communication to achieve a seamless transition from active duty service to the private sector.

Specifically:

- Recruiting THF Fellows. Recruiting takes place 365 days a year. A bulk of the recruiting occurs in between programs. However, the Director of Programs should ensure they are available to meet potential candidates and promote THF programs throughout the year to include participation in program information sessions.
- Screen potential candidates. The admissions process is designed to help select a well rounded cohort of Fellows for each Group, and happens continuously throughout the year. The Director of Programs is responsible for planning and executing the process.
- Facilitate the 3 month Program. Fellows, Coaches and Faculty are the primary responsibility of the Program Director until graduation. Program Directors must be able to adapt to last minute cancellations, rearrange schedules and speak to large groups at a moment's notice.
- Be prepared to execute all San Diego campus requirements three times a year (Spring, Summer, and Fall cohorts).
- Be prepared to deliver online (primarily in Zoom). The intent is for the virtual classroom to mimic a live classroom to the maximum extent possible during the pandemic protocol.
- Support logistics and agenda for Treks. Each Group will travel to a city decided upon by the THF staff as a capstone event prior to graduation. The Trek is specifically designed for Fellows to practice everything learned across the 3 month program.
- Coordinating with the Director of People for job placement support including: identifying THF Fellow geographic and industry/industry function preferences.

- Promotion and cross-selling of THF programs and events.
- Graduation. The Program Director will work in conjunction with THF staff, (across all pillars ) to plan for all graduations. Program Directors are responsible for venue selection, Guest Speakers, flow and overseeing/handling all logistics.
- Continuous Self directed learning and education in the areas of but not limited to; Military Career Transition, Nonprofit business, THF Programs course materials, Start With Why by Simon Sinek, Gallup Clifton Strengths, business leadership, networking, storytelling, adult education, public speaking, and other subjects to improve your capabilities to help the mission, Fellows, and Alumni.

- **(25%) Tribe Management**

Working with the San Diego Campus Coordinator and Director of People to; Manage communications, facilitate connectivity, and maintain close working relationships with three of THF's main Tribes:

- THF Fellows and Alumni
- THF Executive Coaches
- THF Faculty / Speakers

Ensure all data is captured in Salesforce for team collaboration, long term relationship engagement, and data analysis. Carefully monitor and guide our Fellows throughout the education and mentoring phases of their transition. Recruit and educate Coaches as they support their assigned Fellows. Lastly, Faculty and Speakers will need to be properly aligned to meet THF program objectives. Some recruitment of new Faculty may be required at times.

Other important relationships that will require the attention and frequent interaction from our Director of San Diego campus are THF mentors, executive sponsors, employer partners, and university/college campus staff through continual contact both in person and via email and/or telephone.

- **(25%) Manage Campus and Outside Relationships**

Maintain / Identify a suitable San Diego physical campus location, and/or various other physical locations to facilitate the in person THF experience.

- Must allow for 40+ Fellows, 3 staff, 2 faculty, and 6 guests to be seated comfortably and enjoy a 3 hour+ executive style professional experience.
- Must have a multimedia station with wiring harness connections to display slideshows, PowerPoints, videos, and other multimedia from a laptop.
- Must have the ability to record classes.
- Must have at least one dedicated secure Wifi channel for all 50+ participants in an evening.
- The location must allow for meals to be eaten in and possible catering delivery.

## High Level Expectations:

**To fiercely empathize** with every aspect of the THF customer and user experience, putting Fellow's needs first. Maintain high levels of customer engagement.

**To suggest hiring solutions** proactively to common Fellow / key stakeholder challenges, conduct training

workshops, and THF career pipeline reviews. Continually identify and develop new uses for technology that drive Fellow hiring and that align to Fellow's needs and their personal "Why."

**To identify and quantify** the key factors for customer success and communicating effectively to key stakeholders. Constantly driving the Vision forward of THF. These factors will contribute significantly in creating a successful pipeline road map and efficiently inform THF marketing and messaging efforts.

**To partner closely** with other cross-functional THF Teams to translate needs and requirements into new solutions for Fellows and Employers.

**To develop customer success assets** and methods, and ideate alongside THF marketing to generate new or refine existing onboarding materials in order to drive Fellow references and Employer case studies.

### **Additional Responsibilities:**

- Develop and document a schedule and operational plans for San Diego program delivery, maintaining complete files on all programs, to ensure smooth delivery of future program offerings and also updates schedule on a regular basis when changes are made.
- Actively participate in program planning meetings as well as post-program debrief meetings for THF San Diego programs.
- Ensures effective facilitation and delivery on all operational aspects of assigned San Diego programs or other events in collaboration with the VP, Programs and Curriculum, THF Staff, Fellows, faculty/staff, mentors, coaches, San Diego facilities, computing and audio-visual departments, and catering.
- Manage pre and post course communications with San Diego Fellows. This includes admissions, preparation of welcome letters, logistics information, assessments, attendance verifications, ensuring all teaching materials and other logistic information is posted on a timely basis, both pre and post program. The Director of Program Delivery also manages faculty/speakers, and coaches for each program.
- Participates in key San Diego activities (meals, classes, special events, networking events) to enhance communications, provide support and address issues as they arise.
- Manages the San Diego evaluation process and tracks follow-up items; proposes solutions and/or improvements to the VP, Programs and Curriculum and THF staff regarding long-term program needs.
- Address, either directly or through other staff, any Fellow or faculty/speaker requests as they arise.
- In partnership with the VP, Programs and Curriculum, supports efforts to expand and further identify potential San Diego Fellows, faculty/speakers, mentors and coaches. This involves research into universities, companies, industries and local academic and business leaders.
- Draft and manage the San Diego budget for the program delivery that balances the goal of providing exceptional customer service within prescribed cost parameters. Budget items include program teaching materials, food, administrative/office supplies and special events. The position negotiates with third-party vendors of these services and approves invoices as required.
- Oversees all other THE campus program administration and logistics with the goal of providing extraordinary customer service.
- Act as representative of THF to the Hampton Roads and surrounding area business community. This may include travel for special promotions, event marketing, and event management.

- Promote THF events and services through cross-selling initiatives via telephone, through attendance at breaks, receptions, meals, and other special events.
- Serve as the primary or secondary contact for organizational partners. Respond independently to questions from sponsors and participants.
- Perform special tasks as required.

### **Qualifications**

- Ability and willingness to thrive in a team environment.
- Ability and willingness to thrive in a small team environment.
- Strong customer and service focus.
- Ability to work independently in an unstructured environment.
- Exhibit strong interpersonal skills, communicate effectively, and maintain a professional demeanor; good judgment; be culturally sensitive.
- Excellent writing and proofreading skills.

**SEND RESUMES AND COVER LETTER TO:  
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