



BADGER HONOR FLIGHT

Revision: 6/21/15
11/24/17
Administration
Director Duties

Job Duties

Director of Administration

Board Member Advisory:

- Chairman of the Board

Areas of Coverage:

1. Voice Mail
2. Mail Box
3. Data Management
4. Wait List
5. Flight Mail Call
6. Flight Invites & Roster completion

Voice Mail:

- Oversee Voice Mail team
 - Ensure voice messages are checked daily and routed to the appropriate team for response.
 - Ensure responses are made in a timely manner.
 - Assist in responses to messages.

Mail Box:

- Oversee the retrieval of mail from the post office box.
 - Ensure that mail is distributed to the appropriate team or individuals.

Data Management:

- Ensure the data storage is best for the organization's needs.
- Provide authorization to organization members who need to use the files.
- Ensure storage is being used appropriately.
- Provide assistance and training on usage.

Wait List:

- Oversee entry of applications onto the Waiting List.
- Ensure applications entered meet eligibility requirements.
- Applications follow up:
 - Postcards are mailed for eligible applications.
 - Mailing of letter with explanation for ineligible applications.

Flight Mail Call:

- Oversee Mail Call team to ensure processes are in place so each and every Veteran has Family and General mail in their envelope on the flight.

Job Duties – Director of Administration

Flight Invites & Roster completion:

- Callers
 - Recruit calls each flight season.
 - Train callers
 - Follow up with callers with possible issues.
- Maintain updated call file templates.
- Confirm calls are being made in a timely manner.
- Oversee volunteers processing completed calls onto the roster and removed from the Wait List.
- Oversee mail packets to Veterans, Guardians & Alternate Contacts are sent.
- Oversee volunteers handling return of Medical & Indemnity forms are updated in the roster and are following up on forms not returned within two weeks.
 - To include updating of information from forms onto the Roster.
- Data/Documents for Orientation/Training & Flight day.
 - Orientation/Training:
 - Generate registration file
 - Create Guardian checklist.
 - Assist other areas with documents they need.
 - Flight day:
 - Generate documents used on flight day listed in Flight Day Checklist.
 - See that the required number of each document are printed for the flight.
- Ensure that the roster is updated with any changes
 - Data on individuals
 - Changes in participates in the flight.

Other Duties:

- Responsible for attending monthly board meetings, flight team meetings, and all volunteer meetings (first Wednesday of every month, currently beginning at 5:30 pm) and providing monthly committee reports in advance of this meeting.
- Director of Administration has equal vote to other board members in organizational decision making process.
- Works with other Directors, Flight Team members and volunteers.
- Schedule any meetings and attend under the Administration area of coverage.

Skills Needed:

- Communications: verbal and written
- Computer skills:
 - Experience with Microsoft Office to include Excel and Word.
 - Knowledge of Acrobat Adobe Professional.
 - Understanding of other programs as they may arise.
- Time Management:
 - Time commitment varies however it does increase during the flight season.
 - Complete tasks in a timely manner as others may be dependent on work.