



Job Title	<i>Director - Administration</i>
Reports To	<i>BHF Board of Directors</i>

Job Purpose:

The Director of Administration has overall responsibility of maintaining the BHF Waitlist of Veterans and inviting those Veterans to fly with BHF on scheduled flights.

Duties and Responsibilities:

The Director of Administration is responsible for the following tasks:

- Organize Veteran flight invitations by generating call files, training volunteers, and generating mail packets.
- Oversee management of the BHF voicemail system to ensure messages are responded to in a timely manner.
- Oversee the retrieval of mail from the PO Box for distribution to the appropriate individual.
- Oversee the addition of all applications to the Waitlist.
- Maintain the complete list of Veterans including those who have already flown, those who are scheduled to fly, and those on the Waitlist.
- Oversee the collection of “Mail Call” for each Veteran flying with BHF.
- Create and maintain Standard Operating Procedures (SOPs) for relevant coverage areas.
- Attend monthly Board of Directors meeting, Flight Team meeting, and Volunteer meetings; and provide monthly committee report in advance of this meeting.

Qualifications:

The Director of Administration must display the following skills:

- Strong communication skills (verbal and written)
- Proficiency in a variety of computer programs: Word, Excel, Powerpoint, Adobe Acrobat
- Attention to detail
- Time management
- Organized
- Self-motivated
- Responsible

Working Conditions:

The Director of Administration will need to provide their own computer, laptop or tablet along with internet and email access and the ability to store documentation. Although BHF provides access to Office 365 for daily tasks and document storage, a personal license to Microsoft Office with Word and Excel software is recommended, along with Adobe Acrobat



Reader. BHF has a laser printer available to the Director-Administration, and office supplies are purchased by the organization.

The Director of Administration is a volunteer, unpaid position requiring a 3-year commitment; 2 years as an active Director and 1 year in an advisory capacity.

The BHF database is currently stored in an online application called HonorApps. Paper copies of all forms are stored at the Dane County Airport. BHF does not have a physical office, so daily support is provided remotely from a personal residence or office location.

BHF does not reimburse staff for airport parking or mileage. The time commitment for this position varies month to month and is greatest during the spring and fall flight seasons, specifically during the “flight invitation” phase.

Physical Requirements:

There are no specific physical requirements for this position.

Direct Reports:

The following positions report to the Director of Administration:

- Mail Call Team (2)
- Voicemail Team (2)
- Mail Box Team (3)
- Wait List Manager (1)
- Flight Callers (50+)
- Flight Preparation Volunteers (~5 per flight)