



Job Title	<i>Director of Administration - Duties Revised 03/2021</i>
Reports To	<i>Chairperson</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. This position works in conjunction with other Board members to complete job functions (i.e. Treasurer for guardian fees, Medical & Flight Directors for M&I and flight seat assignments, Inventory for clothing). Director of Administration will utilize and provide oversight to BHF volunteers to fill functions as Director sees fit to assure duties and responsibilities are efficiently completed.

Duties and Responsibilities:

The Director of Administration is responsible for the oversight of the following tasks to assure needs of Veterans are met. Director will oversee the Flight Data Coordinator, Roster Managers, Standby List Coordinator, M&I Forms Coordinator; Guardian Training Leadworker, Flight Seating Coordinator, Registration Coordinator, Honor Apps Manager. The Administration Director will fill teams/positions in this area of responsibility as needed from current volunteer base or by recruiting new volunteers.

- Work with and provide oversight to Honor Apps Manager
 - Provide and remove user access of Administration volunteers.
 - Create missions & change status of completed missions
 - Monitor the complete list of Veterans including those who have already flown, those who are scheduled to fly, and those on the Waitlist.
 - Upon completion of flight; death of veteran; veteran flying with another hub, etc. assure Honor Application file of identified veteran and their guardian is moved to the archives of the database.
- Work with and provide oversight to Flight Data Coordinators, Roster Managers, Standby List Coordinator, and M&I Coordinator (appoint more leads as needed) to
 - Identify veterans to fly in upcoming mission; create and manage flight roster
 - Organize Veteran flight invitations by generating call files
 - Training volunteers making calls to veterans and mailing packets.
 - Assign and disburse files to approved/trained volunteer callers
 - Update Honor Apps with updated information collected during calls
 - Receive M&I forms to scan and save in sharepoint; enter in Honor Apps
- Work with and provide oversight of Guardian Training Leadworker to
 - Create documents and get packets printed for training day
 - Set up registration table and confirm volunteers are secured/trained
 - Collect and organize guardian checklists
 - Update Honor Apps with any changes made day of training.
 - Update Honor Apps to verify those attending and collection/processing of any new forms received at training day



- Work with and provide oversight of Flight Seating Coordinator to arrange Flight Seating Meeting
 - Prepare list of veterans assigned to the mission & identify any needs/requests
 - Create labels of all veterans, guardians, medical team, flight support staff
 - Record seat assignments and bus colors.
 - Assure follow-up calls are made by coordinator to confirm DC volunteer and Veteran have directly spoken to each other.
- Work with and provide oversight of Voicemail Leadworker to manage the BHF voicemail system
 - Along with leadworker create a google document tracking system for monitoring calls coming in; the date the call was received & forwarded; to whom the call was forwarded; resolution of call and date completed.
 - Provide summary to Board of the types of calls coming in for overall Board accountability and knowledge so improvements can be made when needed.
- Work with and provide oversight of Pre-Flight & Flight Day Registration
 - Provide registration forms for check-in of veterans and their guardian
 - Contact any veteran/guardian not checked by specified time after registration opens.
 - Create badges for Veterans, Guardians, DC Volunteers, BHF Support, Info sheet for back of badge, flight manifest, map of airplane, roll call sheets for the bus captains, airport emergency contact list, photo labels/lists, registration packets, itinerary. Work with medical to assure medical forms are saved to flash drive.
- Oversee volunteers in the retrieval of mail from the PO Box to assure timely distribution to the appropriate individual.
- Oversee volunteer receiving applications via US Mail that information is scanned promptly and entered into Honor Apps database.
- Create and maintain Standard Operating Procedures (SOPs) for relevant coverage areas.

Attend at least 75% of the monthly Board of Directors meeting, Flight Team meeting, and Volunteer meetings. and provide a written monthly committee report in at least 3-days in advance of this meeting.

Skills and Qualifications

- Strong communication skills (verbal & written)
- Attention to detail
- Time Management
- Organized
- Self-motivated
- Responsible
- Ability to work independently and as part of a team.
- Ability to lead a diverse team of volunteers
- Proficient in a variety of computer programs
 - Word
 - Excel
 - Powerpoint
 - Adobe Acrobat

Working Conditions:

- The incumbent will need to provide their own phone and internet access. For printing flight files and related documents, BHF provides a laptop (if needed), printers/ink, and paper.
- Position requires travel to/from events and meetings and BHF doesn't reimburse for mileage.
- This position is a volunteer, unpaid position requiring a 3-year commitment; 2 years as an active Board Director of Administration and one year as emeritus in a support/advisory role. Performance is reviewed at annual meeting.
- Hours volunteering vary according to events and flight season.