

**Military Community and Family Support Services  
Military OneSource Program  
Position Descriptions  
Attachment 13 – Amendment 0003**

**MILITARY BRANCH PROGRAM MANAGER**

**Job Description:**

The Military Branch Program Manager is the primary POC for the interface between Military OneSource and the Military Service. The PM is responsible for establishing and maintaining a working relationship with senior Service leadership. The PM identifies gathers and places Service specific quality of life information into the Military OneSource information and referral system and communicates the broad knowledge of MOS services, products, and marketing techniques. The Military Branch Program Manager is required to use project management skills during identification and collection of Service specific materials and implementation of outreach strategies throughout the Service and MOS. The Military Branch Program Manager will complement the Relationship Managers.

**Job Responsibilities:**

- Act as primary point of contact for a specified military Service (Army, Navy, Air Force, Marine Corps)
- Actively make contact with key personnel
- Act as the primary point of contact and subject matter expert to Service.
- Establish and maintain a rapport with key contacts, applying a broad knowledge of MOS services, products, and marketing techniques.
- Responsible for developing and executing project and communication plans that are used for implementation of outreach strategies throughout the assigned region or MOS program as whole.
- Support regional customers and team members in identifying program needs and recommend program changes to senior management when appropriate
- Take initiative to improve processes, establish and measuring performance expectations for the Service.
- Responsible for customer satisfaction and MOS utilization for Service.
- Proactively resolve Service specific issues or conflicts that pertain to the MOS program and facilitate resolution, always submitting issues of dissatisfaction or conflict through the appropriate customer recovery process.
- Operate independently on a day-to-day basis within established delegations of authority and act as the team lead for Military OneSource for the Service.
- Monitor standard customer reports and review requests for ad hoc reports, and submit request for ad hoc reports via the report request process.
- Identify and assist in the development of new service offerings via MOS
- Monitor and recommend changes to MOS Online
- Other duties as assigned

**Qualifications:**

- Minimum 4-year college degree, Masters Preferred
- Prior military experience as an active duty, Guard, or Reserve member (or as a spouse of). preferred
- Minimum of 2 years management experience
- Knowledge of armed services programs (military departments and family service type programs)
- Ability to work effectively in an intermittently high-pressure, tight-deadline, multi-priority environment
- Excellent time management and organizational skills with a strong attention to detail

- Excellent communication skills (verbal and written) including an superior ability to brief senior officers and other key constituents
- Project management skills are required (Project Management experience preferred) 3 years project or program management experience preferred
- Knowledge or experience in program marketing
- Must be able to act independently and be self-directed
- Must be proficient with the use of Microsoft Office products: Outlook, Word, Excel, PowerPoint
- Team player able to give and receive feedback
- Basic understanding of Six Sigma or other process improvement methodologies
- Customer service focused
- Must have the ability to travel when the needs of the customer dictate

**Travel Requirements:**

- Will work from Military Service headquarters office.

**Physical Work Conditions**

- Significant domestic and overseas travel may be required.

## **JOINT FAMILY SUPPORT AND ASSISTANCE PROGRAM MILITARY ONESOURCE PROGRAM MANAGER**

### Job Description:

A Military OneSource (MOS) Program Manager will be located at each Joint Family Support Assistance Program (JFSAP) location and become a state/regional expert on the resources available in the communities where Service members and their families reside, including information on benefits, etc.

The JFSAP MOS Program Manager, working collaboratively with other JFSAP Program Manager will create a "high-tech, high touch" web-enabled united community to connect military families with each other and with supportive resources 24/7. The JFSAP staff will travel throughout the state as appropriate to meet with families and unit family support staff to assess needs, form relationships with community resources, and provide or refer to services via a warm "hand-off." JFSAP staff will partner with and augment activities of Service Family Centers, Guard and Reserve programs (including Inter-Service Family Assistance Committees (ISFACs), unit family support staff officers, and other programs and services to build coalitions and connect Federal, state, and local resources and non-profit organizations to support Active Duty, Guard and Reserve families to:

- Identify family needs;
- Catalogue existing family programs and supportive resources; determine how well those efforts are meeting family needs;
- Identify problems and/or gaps in service/resources;
- Determine methods to fill the gaps and enhance existing support systems' efforts; and
- **Plan and implement a comprehensive, integrated, mobile service delivery system.**

### Major Responsibilities:

#### ***As a member of the JFSAP team:***

- Build coalitions, coordinate with and connect Federal, state, and local resources and non-profit organizations to support Active Duty, Guard and Reserve families; Coordinate and plan service delivery under direction of the National Guard Joint Force Headquarters Command (JFHQ) J-1 and the State Family Program Director (SFPD).
- Financial and Material Assistance
  - The JFSAP MOS Program Manager will connect families with trained financial counselors who will provide personal and family financial management education, information services, counseling, and assistance to assist Service members and families with personal financial readiness, credit and budget counseling.
- Increase availability of resources for family members
- Increase awareness of Active Duty/Guard/Reserve members and families to existing family assistance services and resources, including MOS resources
- Inform leadership and service providers about the range of available programs and services, and how they may be accessed
- Integrate services and programs into a comprehensive delivery system that responds to the needs of members and families at all stages of the deployment cycle and provides:
  - Information & Referral
  - Financial & Material Assistance
- Serve as regional expert on resources available in communities where members and families reside
- Explore discounts for military families with community organizations and businesses
- Coordinate financial counseling for families
- Partner with groups, e.g. the ISFAC, to integrate military and civilian resources

- Identify, catalog (hard copy and electronic) and market resources available to members and families;
- Prepare hard-copy and electronic matrices and marketing materials that describe resource(s); what they have to offer; to whom; how to access; and contact person(s)
- Work with MOS to build child care capability and provide resource and referral to meet the child care needs for full-day, part-day and respite care.
  - Assess child care needs of families
  - Explore funding sources to “buy down” the cost of childcare
  - Expand partnerships to bridge the gap between need and current program delivery
  - Explore new partnerships
  - Expand weekend, respite, and short-term programs and services
  - Provide information about on-base MWR resources (fitness, sports and recreation; entertainment; lodging; exchange and commissaries); provide the same information about off-base community resources including those that offer discounts to military families.

***Establish and maintain relationships with customer contacts;***

- Establish working relationships with key contacts within your assigned region/state.
- Maintain POC information for each region and site (installation, base, etc), including but not limited to: name, rank/title, phone, fax, e-mail, mailing address.
- Identify databases and information that needs to be developed to meet needs at the state and/or regional level, help identify and/or respond to concerns of participating states/regions and provide subject matter expertise.
- Obtain immediate information on crisis events from component or site POC to have the latest approved information for release to callers inquiring about local or national crisis response services

***Review, maintain, analyze and distribute monthly/semi annual/annual usage report;***

- Work on enhancement of monthly report package to meet customer needs.
- Review each report package for accuracy. Resolve any issues that are noticed.
- Send monthly report to main contact and schedule time to review contents. Each month provide a summary of the monthly highlights.
- Distribute report packages to regional and local POC's. Include overall highlights and any site specific highlights that might be pertinent.
- Conduct an initial report review with every POC to be sure they understand how to read and pull information from the report.

***Act as liaison between client and service delivery:***

- Recommend ongoing enhancements to information based on feedback from state/regional Points of Contact;
- Update and expand any information based on feedback from client or information gathered during client visits, conversations, or the like;
- Gather feedback from the client on how the service is being used.

**Knowledge Skills and Abilities:**

- 4-year college degree preferred
- Prior military experience as an Active Duty, National Guard or Reserve member (or as a spouse of) preferred. Will also consider relevant civilian experience. Knowledge of armed services programs (military departments and family service type programs)
- Knowledge or experience of program marketing
- Excellent communication skills (verbal and written) including an superior ability to brief senior officers and other key constituents
- Excellent project management skills are required. 3 years project/program management experience preferred

- Must be able to act independently and be self-directed
- Must be proficient with the use of Microsoft Office products: Outlook, Word, Excel, PowerPoint
- Team player able to give and receive feedback
- Flexibility and resiliency are key traits for the successful candidate

Working Conditions / Physical Requirements

- Significant domestic travel required – upwards of 50%

## MILITARY ONESOURCE RELATIONSHIP MANAGER

### **Job Description:**

The Relationship Manager is responsible for the oversight of an assigned outreach regional support team. The Relationship Manager will establish and maintain rapport with key contacts applying a broad knowledge of MOS services, products, and marketing techniques. The Relationship Manager will act as the primary point of contact to service branch leadership, installation service providers, and local civilian and government agencies within assigned region to ensure coordination of on-site visits and/or event support within their assigned region. Relationship Manager will be required to use project management skills during implementation of outreach strategies throughout their region or the MOS program. Relationship Managers must be skilled at customer service, problem solving, and developing and executing project and communication plans. The Relationship Manager works collaboratively with marketing and communication to assess, identify and capitalize on opportunities for target marketing campaigns that will increase program awareness and utilization to specific groups and general population. They will also support regional customers and team members in identifying program needs, recommending program changes to senior management when appropriate, and initiating projects. Relationship Manager will act as a primary back up for other Regional Relationship Managers as needed.

### **Job Responsibilities:**

- Act as primary point of contact for a specified military group i.e. Military Service Branch, Component (Guard/Reserve), Joint Commands
- Act as the primary point of contact to customer contacts in an identified geographic region
- Actively make contact with key personnel within an assigned region or military group in an effort to establish and maintain open communication and build strong relationships.
- Lead, oversee, and train a regional outreach team within a specified group of States and/or territories or geographic location identified as a region.
- Act as the primary point of contact and subject matter expert to service branch points of contact, leadership, installation service providers, and local civilian and government agencies within their assigned region.
- Establish and maintain a rapport with key contacts, applying a broad knowledge of MOS services, products, and marketing techniques.
- Responsible for developing and executing project and communication plans that are used for implementation of outreach strategies throughout the assigned region or MOS program as whole.
- Work collaboratively with marketing and communication to assess, identify and capitalize on opportunities for target marketing campaigns that will increase program awareness and utilization to specific groups and general military population.
- Support regional customers and team members in identifying program needs and recommend program changes to senior management when appropriate
- Assist with organizing, prioritizing, and overseeing work assignments for Military OneSource/Ceridian employees within the assigned region
- Maintain constructive relationships with outreach team members, to include, but not limited to, MOS representatives on the Joint Family Support Assistant Program Military OneSource Consultants, Outreach Assistants, and MOS Peers and Managers.
- Take initiative to improve processes, establish and measuring performance expectations for the regional team, and lead the development of community and military contacts for their region and the MOS program as a whole.
- Responsible for customer satisfaction and MOS utilization for locations within their assigned region.
- Proactively resolve regional specific issues or conflicts that pertain to the MOS program and facilitate resolution, always submitting issues of dissatisfaction or conflict through the appropriate customer recovery process.

- Participate in forecasting, maintaining, and updating the regions outreach program travel budget.
- Oversee and coordinate on-site support (presentations and exhibit tables) for customer requests within the assigned region
- Represents the interests of MOS outreach program by participating on cross functional teams as a customer and subject matter expert, making recommendations that may have a wide-ranging impact, affecting the allocation of resources and the success of the project.
- Operate independently on a day-to-day basis within established delegations of authority and act as the team lead for Military OneSource employees within the assigned region.
- Monitor standard customer reports and review requests for ad hoc reports, and submit request for ad hoc reports via the report request process.
- Identify and assist in the development of new service offerings via MOS
- Monitor and update customer information in Case Management System at least twice per year for perspective locations within assigned region
- Monitor and recommend changes to MOS Online

**Qualifications:**

- Minimum 4-year college degree, Masters Preferred
- Prior military experience as an active duty, Guard, or Reserve member (or as a spouse of) preferred.
- Minimum of 2 years management experience
- Knowledge of armed services programs (military departments and family service type programs)
- Ability to work effectively in an intermittently high-pressure, tight-deadline, multi-priority environment
- Excellent time management and organizational skills with a strong attention to detail
- Excellent communication skills (verbal and written) including an superior ability to brief senior officers and other key constituents
- Project management skills are required (Project Management experience preferred) 3 years project or program management experience preferred
- Knowledge or experience in program marketing
- Must be able to act independently and be self-directed
- Must be proficient with the use of Microsoft Office products: Outlook, Word, Excel, PowerPoint
- Team player able to give and receive feedback
- Basic understanding of Six Sigma or other process improvement methodologies
- Customer service focused
- Must have the ability to travel when the needs of the customer dictate

**Travel Requirements:**

- May work from a virtual office.

**Physical Work Conditions**

- Significant domestic and overseas travel required – upwards of 50%