



**PTSD FOUNDATION  
OF AMERICA**

## PHOENIX GENERAL MANAGER

The Phoenix General Manager will contribute to the mission of the PTSD Foundation of America is to bring hope and healing to Combat Veterans and their families suffering from the effects of combat-related Post Traumatic Stress. We attempt to bring healing by directly providing evidence-based peer-to-peer mentoring, both on an individual basis and in group settings.

**Job Description:** The Phoenix General Manager is responsible for the management of key aspects of the foundation's initiatives and will lead the overall local area with strong attention to strategy, implementation, and delegation while overseeing the achievement of the organizations' mission and goals. Works pragmatically across diverse groups to identify critical business challenges and increase opportunities.

**Responsibilities:** The Phoenix General Manager has the following responsibilities and duties:

- Possess considerable knowledge of PTSD and general mental disorders, psychosocial aspects of PTSD and general mental disorders, and understanding the needs of the Veteran Community.
- Develop and implement Warrior Groups, as well refine existing groups to provide information to veterans, family members, and the public; from start to completion encompassing deadlines, milestones, and processes.
- Ability to work with colleagues, external audiences, and partners in the areas of public policy, systems change, housing development/operations, and/or the delivery of supportive services for Veterans.
- Responsible for the training, growth, and development of support groups and employees.
- Discover ways to enhance the efficiency and productivity of procedures and program participants.
- Have a business acumen with a strategic ability to communicate and demonstrate the mission, goals, and culture.
- Responsible for the creation and development of Standard Operating Procedures, process improvement, logistics, supply allocation, transportation, information technology, and reporting.
- Keep senior management informed with detailed and accurate reports or presentations.
- Produce accurate and timely reporting of [local area] outreach throughout its life cycle.
- Ensure relevant standards, processes and regulations are upheld.
- Demonstrate management and leadership skills; ability to lead a multi-sector team.
- Good report writing skills with exceptional interpersonal skills.
- Any additional duties as assigned

**Requirements:** The Phoenix General Manager should have the following skills, education, and experience:

- Bachelor's in Business or related field. (Experience will be taken into consideration in lieu of education).
- Minimum 3 years of experience in Operational Management.
- Knowledge of performance evaluation techniques and key metrics.
- Experience in Program Management and proven experience managing a team.
- Competency in Microsoft (Excel, Outlook, PowerPoint, and Word), SharePoint & DonorPerfect.
- Has a go-getter attitude with the ability to deliver results and work autonomously.
- Completed 30-hour Care and Counsel for Combat Trauma class and Safe Talk and ASIST (Applied Suicide Intervention Skills Training) Certifications within one year of employment
- Self-care activities that encompass self-preservation of mind, body, soul, and spirit to maintain safety, competence, and continue personal and professional growth.
- Willingness to travel frequently.

**Physical Requirements:**

- Regularly requires sitting or standing for extended periods of time.
- Occasional exposure to air and blood-borne pathogens and may be required to wear specialized personal protective equipment and exposure to outdoor weather conditions.

**Compensation:** The PTSD Foundation offers the following compensation:

- Salary: \$50,000 -70,000
- Medical, Dental and Vision
- Life Insurance
- Other benefits