



*We Help Veterans & Families
Find More Peace in Their Life*

MISSION CONTROLLER

Part-time, Paid Position, 1099 Contractor
Version 3 Updated September 2023

We are a Veteran & Family Resource Hub, 501-C3 non-profit, based in Frederick, CO, seeking a Mission Controller to help us administer the Missions we create each month. Last quarter we averaged 65 Missions per month, up from 45 in 2022. Training occurs in our Frederick home office, after which most work can be done from your home.

Position Requirements:

1. Have a burning passion to assist Veterans and their families
2. Be kind, empathetic and considerate
3. Have business office experience
4. Believe in the original Constitution and our American flag and what they stand for
5. Good communication skills
 - a. Verbal
 - b. Written
 - c. Phone
6. Be tech savvy
 - a. Have a home computer running Windows 10 or 11 Pro with Microsoft Office 365
 - i. – not your phone or ipad
 - b. Have home Internet access
 - c. Proficient in the use of Office 365
 - i. Word
 - ii. Excel
 - iii. Outlook
 - d. Use a smart phone for text and email
 - i. Proficient at both
7. Work from home, have a home office or workspace for our business phone & your PC. Phone connects to the router.
8. Agree to a background check at no cost to you
9. Be willing to maintain confidentiality and sign a non-disclosure agreement
 - a. Be willing to take 4 online courses about Veterans at no cost to you
 - i. About 1.5 hours total
10. Attention to detail is imperative as is being a self-starter, well organized and superb follow up
11. Contract as 1099, not an employee
12. To start we estimate 24 hours per week at a pay rate of \$16.00 per hour

Specific Duties:

- Monitor all Open Missions inside Sales Force
- Assign Missions to Volunteers or Resources
- Solve the needs of all Open Missions
 - Requires excellent communication with all Family Care Coordinators
- Monitor Missions so they are closed properly and timely by the Volunteer or you
- Attend weekly staff meetings by Zoom, at 8 am on Tuesdays and they run about 1 hour
- Answer office phone on Fridays, 8 – 5, the other two days to be determined
- Other duties as defined by Veteran needs

Send your resume and two references to GregG@QualifiedListeners.org, subject of “Mission Controller”

Greg Goettsch
Founder & Executive Director