



Example of Mission Manager Job Description

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Our growing company is searching for experienced candidates for the position of mission manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for mission manager

- Handles incoming calls from existing or future clients, answering their questions and sorting out issues relating to their Mission United system needs using approved Network Service Providers in the Mission United CARES system
 - Makes referrals to one of the approved Mission United CARES Network Service Providers, qualifying the individual based on each agency's eligibility criteria, capacity, location and on client preferences/circumstances
 - Must use active listening, probing, play-back and style-matching skills to evaluate each client's needs
 - Will navigate through the Mission United CARES system in order to access the appropriate information to assist each client
 - For lengthy or complex questions, the Lead Care Manager researches the information and calls the customer back as required
 - Remains connected with clients throughout the entire process, conducting follow-up calls, meetings and visits as required ensuring all aspects are executed
 - Follows up with service providers on client progress – reports out on partner effectiveness and efficiency
 - Updates monthly goals, makes appropriate referrals for other needed services and keeps clients on the path to self-sufficiency
 - Looks for process improvement opportunities
 - Adheres to agency policies, procedures and the professional code of ethics
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- Bachelors' degree in MIS, Computer Science, Business or Equivalent experience
- Active TS/SCI with the ability to obtain a polygraph clearance
- Strong working knowledge of ISO9001 or AS9100
- Must be capable of leading a diverse team and collaborating in a cross-functional organization
- Maintains required records and database information for clients in UniteUS and other applicable databases
- Observes confidentiality, privacy and dignity of each client