



# Overview of DOD Skillbridge & CVS Health Skillbridge Opportunities

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Manager, Workforce Initiatives

# Agenda

## Facts

What is DOD Skillbridge?

Employer benefits

CVS Health Skillbridge Opportunities

Next steps

Local contacts

**\*\*Note: I am not the Skillbridge expert but am sharing a possible opportunity for employers\*\***

# Facts

**Between 2,000 – 5,000 service members leave service from the state annually**

**Over 300,000 military personnel and their families work or live in Hawaii**

**A range of specialties: military intelligence, food service specialist, health care, information systems, vehicle/aviation mechanic, veterinary food inspection, paralegal, logistics, military police**

**Current programs: Aloha Nursing & Rehab, American Lightweight Materials Manufacturing, ARSIEM Corporation, Asia Pacific Airlines, Cintas Corporation, Fortress Information Security, Humana, JN Autogroup, UBIF Hawaii LLC, Zeroeyes LLC**

# **DOD Skillbridge**

**Helps Service members bridge the gap between end of service and beginning of their civilian careers**

**Connects Service members with industry partners in real-world job experiences**

**Provides service members with job training and career development opportunities**

**Up to 180 days of release from Active duty**

**The DOD benefits when service members return to civilian life with meaningful and gainful employment**

**DOD wants the best possible outcomes for members with careers and opportunities for advancement**

# Employer benefit

**An opportunity to access and leverage the world's most highly trained and motivated workforce**

**AT NO COST**

**Industry partners provide the training and work experience**

**Reach talent anywhere: In-person, virtual, online, or distance learning**

**Service members may be granted up to 180 days of training**

**Evaluate the Service member's suitability for the work**

**Must offer a high probability of post-service employment, but participants are not entitled to a job at the conclusion**

**Provide an amazing service/support to our transitioning service members**



# Store Manager in Training

The Store Manager in Training (SMiT) job is the first step in the CVS/pharmacy Retail Management Development Program and is a short-term role that provides both work assignments and training opportunities to prepare SMITs to be promoted into a Store Manager role. From the date of entry into the CVS/pharmacy Retail Management Development program as a SMiT, it may be possible to progress to a Store Manager position within 12 weeks-24 months, depending on the prior experience and performance of the SMiT, and then to field management and/or executive opportunities in 3-5 years. You will be responsible for the overall store management, supervision and policy implementation. Employee staffing, training, and development. Sales, inventory and financial management, and customer service leadership.

## Required Skill Sets:

- Proven leadership experience managing large high-performing teams & working effectively with teams
  - Managing in a fast-paced work environment
  - Ability to make decisions that support organizational goals
  - Ability to set strategic direction while influencing change
  - Ability to develop and motivate staff
- Length: Twelve-week training with multiple cohorts
  - Where: Rigorous in-person training program Nationwide

# Service Operations Supervisor

Medicare Service Operations is looking for Customer Service Operations Supervisors. In this role you will be responsible for the daily activities and supervision of a team of employees supporting business segment functions, including but not limited to customer service, plan benefit inquiries, complaints, grievances, and appeals, implementation, and/or plan sponsor operations. You will be responsible for the quality, efficiency, and effectiveness of your team. You will also be responsible for identifying and resolving routine problems and will establish priorities for employees to meet performance goals.

- Required Skill Sets:
  - Proven leadership experience managing large high-performing teams
  - Managing in a fast-paced work environment
  - Ability to make decisions that support organizational goals
  - Ability to set strategic direction while influencing change
  - Ability to develop and motivate staff
  - Reliable internet access
- Length: Eight-week training with multiple cohorts
- Where: Rigorous virtual training program





# Business Intel Analyst

Corporate Security & Resiliency is looking for Business Intel Analysts to supplement the Incident Coordinators within Enterprise Resiliency to analyze and forecast risk to CVS Health® operations and the communities we serve. During the SkillBridge program, you will assist Incident Coordinators in making decisions that impact business operations or need cross-functional engagement. You will also assist in drafting situational reports for senior leadership, including our CEO, along with daily operational readiness reports.

- Required Skill Sets:
  - Critical thinkers and strong communicators (written and oral) who can distill the consequences and “so what” of the data into products that can be actioned by leadership
  - Understand business operational needs and ability to analyze problems in the resiliency domain, to enable connectivity between operational organizations and communities we serve
  - Define potential/emerging risks, formulate requirements, develop technical approaches, gather information, and apply analytical and modeling methods to design and evaluate proposed solutions
  - Team across different subject areas to conduct innovative research and analysis on emerging risks and enterprise resiliency needs
  - Have a high attention to detail and help compile and analyze data sets to identify operational trends and inefficiencies
- When: 12-week training with multiple cohorts
- Where: Rigorous virtual training platform



# Next steps

- **DOD Skillbridge New partner info session: April 19, 2023, from 2-3 ET**
- **Register at <https://skillbridge.osd.mil/industry-employers.htm>**
- **Complete the application**
- **Develop training plan: job title, description, length, timeline, training modules, instructor, assessment**
- **After approval – getting the word out**

# Local installation/transition contacts

- **Army: Mike Bormann, email [michael.c.bormann3.civ@army.mil](mailto:michael.c.bormann3.civ@army.mil)**
- **Air Force: Gerald Mundy, email [Gerald.d.mundy.civ@us.navy.mil](mailto:Gerald.d.mundy.civ@us.navy.mil)**
- **Marines: Tennille Shields, email [Tennille.shields@usmc.mil](mailto:Tennille.shields@usmc.mil)**
- **Coast Guard: Jessica Dung, email [jessica.r.dung@uscg.mil](mailto:jessica.r.dung@uscg.mil)**

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Thank you!