



TITLE:	Volunteer & Events Manager	STATUS:	Full-Time
REPORTS TO:	Vice President, CSR Strategy	FLSA CLASSIFICATION:	Exempt
SUPERVISES:	N/A		

United Way is the largest nongovernmental funder in the Quad Cities, responsible for private investments into programs that advance equity and improve education, income and health outcomes.

The Volunteer & Events Manager is a strategic, dynamic and detail-oriented leader responsible for driving volunteer engagement initiatives and executing impactful events that support and advance the United Way Quad Cities (UWQC) mission of mobilizing people and resources to improve lives.

This position plays a vital role in building and maintaining positive relationships with volunteers, donors and community partners to create meaningful experiences and drive support for United Way Quad Cities by creating and producing inspirational, innovative and quality volunteer experiences and top-notch events.

In a role that allocates approximately 70% of your time to cultivating and bringing to life volunteer initiatives, and the remaining 30% to orchestrating events that carry deep significance, you assume a pivotal position in propelling our work.

The position requires energy, creativity and ability to collaborate with a diverse team of professionals, including peers within the organization and with donors, volunteers, community, business and civic leaders in the Quad Cities.

Main Accountabilities:

Volunteer Engagement

- Continuously assess volunteer needs in collaboration with internal and external partners.
- Prioritize volunteer projects based on scalability and alignment with community needs.
- Design and execute a strategic, year-round volunteer engagement plan.
- Develop enriching volunteer experiences that align with the organization's mission.
- Lead volunteer engagement strategies for corporate supporters, both existing and potential.
- Oversee volunteer onboarding process, ensuring effective communication and training.
- Create recognition and appreciation programs to celebrate volunteer contributions.
- Track and manage volunteer engagement data, producing insightful reports.

Event Management:

- Conceptualize and produce engaging events that foster donor and volunteer engagement.
- Collaborate with cross-functional teams and external partners for seamless event logistics.
- Lead and execute fundraising and volunteer events, including planning, promotion, and implementation.
- Develop clear event objectives and timelines, adjusting plans as needed.
- Communicate effectively with staff, volunteers, and partners regarding event details.
- Conduct post-event assessments and surveys to inform future event improvements.

Relationship Building:

- Cultivate strong relationships with corporate partners, community leaders, and volunteers.
- Collaborate closely with the VP of CSR Strategy and Resource Development Team to align volunteer opportunities with corporate partner's social responsibility goals.
- Foster partnerships with community and corporate organizations to create impactful volunteer projects.
- Provide exceptional customer service to corporate and nonprofit partners, employees, and community members.

Communication and Promotion:

- Collaborate with the marketing and communications team to promote diverse volunteer opportunities.
- Ensure consistent branding and messaging to support volunteer recruitment and retention efforts.
- Develop compelling event promotion materials, scripts, and communications assets.
- Maintain open communication channels with staff, volunteers, and partners regarding key events.

Data Management and Reporting:

- Create data-driven dashboards to track volunteer engagement metrics.
- Analyze quantitative insights on volunteer and donor trends.
- Generate volunteer impact reports for partners and stakeholders.
- Leverage and expand use of our Volunteer Hub.
- Maintain accurate records of volunteer engagement and event data.

Budget Management:

- Prepare and manage budgets for volunteer projects and events.
- Ensure cost-effective event planning and execution while adhering to budget limits.

Community Engagement and Impact & Innovation and Continuous Improvement:

- Drive innovative ideas and concepts for volunteer projects and events.
- Continuously seek opportunities to enhance the volunteer and event experience.
- Implement lessons learned from post-event assessments to improve future events.
- Create volunteer opportunities that address critical community needs.
- Ensure that volunteer projects contribute positively to the organization's mission and goals.

Team Collaboration & Professional Development:

- Collaborate seamlessly with cross-functional teams to align efforts and achieve shared goals.
- Stay informed about industry best practices in volunteer engagement and event management.
- Attend relevant workshops, conferences, and training to enhance skills.

Core Values for All Employees:

PASSIONATE. EXCELLENCE. INTEGRITY. INNOVATION. GRATITUDE.

- **Education/Training:** Bachelor's degree in Events Management, Communications, Public Relations, Volunteer Engagement or a related field OR a combination of education and at least one year of event or project management experience.

Special Skills/Knowledge:

- Strong event planning and organizational skills with attention to detail for events ranging in size from 20 to 1000+ attendees and duration from one to two hours to full day events.
- Ability to lead and manage volunteers and volunteer groups, maintain engagement and motivation, enthusiasm of volunteers
- Ability to collaborate with other departments, agencies and peers to reach common goals
- Strong verbal and written communication skills
- Excellent project management skills with the ability to exercise independent judgment and critical thinking, as well as establish metrics to effectively track progress
- Outstanding interpersonal skills with a positive customer service focused attitude with the ability to infuse stellar internal and external customer service into all activities
- Effective written and verbal communication skills
- Ability to work independently, as part of a team, and in a flexible environment.
- Ability to work professionally and diplomatically with a variety of community members.
- Ability to function effectively in a fast paced and changing work environment.
- Valid Driver's License, automobile insurance, and reliable transportation required.

HOW TO APPLY:

Qualified candidates are invited to apply by submitting a resume and cover letter along with your salary expectations, to Karrie Abbott, Chief Operating Officer at kabbott@unitedwayqc.org

At United Way Quad Cities, we value every background, identity, and experience. We believe that a diverse team, informed by different cultures and perspectives, makes us stronger. We are committed to doing the work and challenging each other to be an organization in which everyone is respected and heard. We commit to providing genuine opportunities for all people to thrive. And we will continue to embed diversity, inclusion, belonging, and equality in everything we do.