

<b>TITLE:</b>	Volunteer & Events Manager	<b>STATUS:</b>	Full-Time
<b>REPORTS TO:</b>	Vice President, Community Impact	<b>FLSA CLASSIFICATION:</b>	Exempt
<b>SUPERVISES:</b>	N/A		

**POSITION SUMMARY:**

The Volunteer & Events Manager supports and advances the United Way Quad Cities (UWQC) mission of mobilizing people and resources to improve lives by creating and producing inspirational, innovative and quality volunteer experiences and top-notch events.

The Volunteer & Events Manager is responsible for influencing and supporting strategic, year-round and multi-faceted community engagement plan that will inform, involve and drive action among UWQC stakeholders including donors, volunteers, community partners, community leaders, corporations and other strategic audience segments.

The Manager will be expected to inspire the trust and confidence of others in the organization, volunteers, donors and with others whom s/he interacts. The position requires 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.

**Position Accountabilities Include:**

- Fosters a sense of energy, enthusiasm, ownership and personal connection to the work, our community and volunteers.
- Advocate for and positively represent the United Way Quad Cities.
- Gain the confidence and trust of others through strong follow through and effective project management and organizational practices.
- Learn and develop from personal experiences and from others
- Lead by example and demonstrate UWQC core values in all internal and external relationships.

**ESSENTIAL JOB FUNCTIONS:**

***Volunteer Engagement:***

- Work with community impact and fundraising staff to develop goals and set strategies that increase engagement and revenue through year-round volunteer opportunities and conduct return on investment analysis.
- Leads and tracks all volunteer engagement data including developing dashboards to accurately track volunteer numbers, enter engagement data in CRM, develop quantitative insights on volunteer and donor trends, create volunteer impact reports for partners.

- Develop community and corporate partner relationships and manage logistics associated with implementing volunteer opportunities that engage community members including employees and students.
- Work in collaboration with Marketing on branding and messaging to support volunteer recruitment and retention – and to ensure that all volunteers and volunteer engagement opportunities are on brand (including but not limited to attire, collateral, and signage).
- Provides top-shelf customer service and volunteerism experience to corporate and nonprofit partners, employees and other Quad Cities’ residents.
- Plan and execute volunteer training programs.
- Serve as point person to ensure all volunteer engagement opportunities are represented on the organization’s volunteer website.
- Manages volunteer project budgets.

#### ***Event Management:***

- Produces high quality, creative and memorable events that inspire donor and volunteer pride and action.
- Leads and executes organization’s fundraising and volunteer events. This will include working with volunteer planning committees, collaborating with co-workers to produce event promotion collaterals, communications assets, rsvp lists, media, scriptwriting, reports, etc. and partnering with Resource Development and Donor Network teams to secure donated auction items or cash sponsorships when needed and developing innovative concepts, planning and implementing the events.
- Prepares the master plan with objectives as well as timeframe for every event, incorporates main deadlines, executes timely adjustments as needed to attain stated goals.
- Manages design and leads the logistics and execution of events including location management, awards processing, overall program development, materials production, etc.
- Responsible for preparing budgets, tracking and reconciling budgets and following cost control measure to ensure that events are executed within budget.
- Ensures communication with staff and volunteers about key volunteer and special events.
- Conducts post-event surveys, debriefing and assessments to improve and inform future productions.

#### **Competencies for Volunteer Engagement & Events Manager:**

- **Implements and Manages Projects:** Assesses priorities, creates and executes timelines, meets interim and overall project milestones; Establishes measurable goals that are in line with community outcomes; Implements with appropriate sense of urgency; Continuously monitors and evaluates based on goals and recalibrates when necessary; Brings people together to successfully execute tasks.
- **Leadership:** Ability to motivate and guide other to perform in accordance with clear expectations and goals.

- **Management Skills:** Ability to achieve desired outcomes by setting goals and priorities that deliver results.
- **Relationship Building:** Ability to establish and maintain good rapport with and cooperative relationships with stakeholders and coworkers.
- **Problem Solving:** Ability to recognize courses of actions that can be taken to handle problems or potential problems.
- **Presentation Skills:** Ability to effectively present information to a group.
- **Communication Skills, Oral:** Ability to send verbal messages, and listen to other's responses in order to convey information.
- **Communication, Written:** Ability to write concise, clear letters, reports, or emails including proofing and editing. Ability to speak and write clearly and concisely for a broad audience.

#### **Competencies for all staff:**

- Mission-focused
- Relationship oriented
- Collaborator
- Results-Driven
- Brand-Steward

#### **Core Values for All Employees:**

- **PASSIONATE.** We work with passion and urgency to solve problems and new challenges. We believe our best comes from this energy. We believe anything is possible.
- **EXCELLENCE.** We strive to be our best selves and delivering the best as our partners, benefactors and donors deserve it. We use positivity and gratitude to inspire each other and our community, not guilt.
- **INTEGRITY.** We do what we say we will do with transparency, candor and professionalism, even when it is hard.
- **INNOVATION.** We believe innovation matters in every part of our work. We never give up seeking creative ways to solve tough community problems and to make it easy for our donors to give and make an impact.
- **GRATITUDE.** We are humbly grateful. We are inspired by each other, every donor, every partnership, every volunteer, every advocate and for every opportunity we have to improve lives and our community.

#### **REQUIREMENTS:**

**Education/Training:** Bachelor's degree (Communications, Public Relations, Volunteer Engagement) OR a combination of education and at least one year of event or project management experience.

#### **Experience/Other Requirements:**

- Community engagement and established relationships in the Quad Cities area preferred
- Successful public speaking experience

- Proven track record of work with, in and around diverse cultures and populations
- Able to thrive in a high-performance culture
- Excellent organization and time management skills with ability to track multiple projects and meet deadlines
- Ability to build and manage budgets and negotiate with vendors
- Strong proficiency with Microsoft Office Suite
- Valid Driver's License, automobile insurance, and reliable transportation required.

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. I have read this job description and understand it and have received a copy.

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Employee's Signature

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Supervisor's Signature

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Date

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Date

Qualified candidates are invited to apply by submitting a resume and cover letter along with your salary expectations, to Amy Daniels at United Way Quad Cities, 852 Middle Rd, Ste 401, Bettendorf, IA 52722 or [adaniels@unitedwayqc.org](mailto:adaniels@unitedwayqc.org)