



Title:	Community Engagement Associate	Status:	Full-Time
Reports to:	Vice President of Community Impact	FLSA Classification:	Exempt-Administrative

POSITION SUMMARY:

United Way Quad Cities is a leading nonprofit organization in the Quad Cities region. We are committed to making a positive impact on our community by investing in programs that enhance education, income, health, and promote equity. Our mission is to mobilize people and resources to improve lives and create a community where everyone can access quality education, secure a good job, and enjoy a healthy life.

As a Community Engagement Associate at United Way Quad Cities, you'll play a vital role in furthering our mission by providing exceptional internal and external support, while spearheading our community engagement efforts. Your responsibilities will include project management, volunteer/stakeholder support, and active coordination to ensure that our programs in the areas of Education, Income, and Health run smoothly. You'll directly contribute to the cultivation of inspiring volunteer engagement opportunities, facilitate the implementation of United Way initiatives, support grantmaking processes, and maintain ongoing communication to share impact with volunteers and stakeholders.

Volunteer Engagement -

- Continuously assess volunteer needs in collaboration with internal and external partners.
- Innovatively research and design ways to engage volunteers.
- Develop meaningful volunteer opportunities with schools, community organizations, and cross-sector partners to drive impact and enhance volunteer capacity that embody love, inspiration and engagement.
- Establish and maintain a comprehensive menu of volunteer opportunities.
- Coordinate with Volunteer and Events Manager to create inspirational, innovative and quality volunteer experiences for corporate partners.
- Lead large-scale volunteer events, such as Day of Caring.
- Recruit volunteers for UWQC initiative opportunities.
- Ensure volunteers have a world-class volunteer experience with clear communication leading up to the project, training and necessary tools and resources.
- Lead the volunteer thank-you process and ensure timely impact reporting.
- Administer surveys to gather input and feedback.
- Manage the Volunteer Hub, including system maintenance, recruiting opportunities, and troubleshooting.

Programs/Initiatives -

- Build and sustain partnerships between school districts, service providers, and community organizations to increase program participation.
- Effectively communicate program and initiative details to partners, volunteers, and stakeholders.
- Ensure the procurement and delivery of necessary supplies, materials, and food for UWQC programs.
- Track and report specific data points as required.
- Coordinate schedules for UWQC programs (e.g., Read United, parent workshops, etc.).

- Provide excellent customer service and troubleshoot issues or concerns for partners, volunteers, and stakeholders.
- Communicate impact to volunteers.

Community Investment -

- Coordinate schedules for Community Investment Panel volunteers.
- Assist in recruiting Community Investment Volunteers.
- Provide clear and concise communication to Community Investment Volunteers.
- Prepare materials for the Community Investment Panel, including email address books, rosters, and access to electronic applications.
- Perform data entry, data exporting, and maintenance in Foundant (grantmaking software).
- Perform data entry and tracking of program information in Andar (CRM).

Competencies:

Competencies for all UWQC Staff:

- Mission-Focused
- Relationship Oriented
- Collaborator
- Results-Driven
- Brand Steward

Functional Competencies/Accountabilities:

- Implements and Manages Projects
- Strategic Community Collaborator
- Effective & Engaging Communicator
- Volunteer Engagement
- Cross-Functional Capability and Collaboration

Experience/Other Requirements:

- Bachelor's Degree preferred.
- 1-3 years of work experience in administrative, volunteer management, and/or program implementation.
- Effective verbal and written communication skills.
- Excellent organizational skills.
- Ability to multi-task, establish priorities, and meet deadlines in a fast-paced work environment.
- Strong volunteer management skills.
- Ability to work both independently and as a team member; flexible and open to change.
- Motivated to challenge the status quo.
- Capacity to think big and execute.
- Proven track record in project management and results-driven performance.
- Proficiency with MS Office, including Word, Excel, PowerPoint, and Outlook.
- Reliable transportation, a valid driver's license, and proof of insurance are required.
- Ability to work a flexible schedule, including occasional evenings and weekends.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. 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.

Employee's Signature

Supervisor's Signature

Date

Date

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.