



<b>TITLE:</b>	Volunteer Engagement Manager	<b>STATUS:</b>	Full-Time
<b>REPORTS TO:</b>	Chief Impact Officer	<b>FLSA CLASSIFICATION:</b>	Exempt
<b>SUPERIVSES:</b>	N/A		

### Position Summary

United Way Quad Cities (UWQC) is a social change organization that brings the community together to create access and opportunity for everyone in the Quad Cities to succeed. We unite corporations, foundations, individuals, nonprofits, school districts, and community partners to achieve measurable outcomes and transformational change across education, financial security, and health.

UWQC is seeking a strategic, relationship-driven professional to lead and grow our corporate engagement function across the Quad Cities. This role is responsible for using volunteerism as a powerful entry point to build deeper, lasting partnerships with companies — moving them along a continuum from volunteer projects to sustained investment in our community’s most pressing challenges.

The Volunteer Engagement Manager is the architect of the corporate partner experience at UWQC — proactively building a pipeline of opportunities, shaping high-quality engagements, and owning the end-to-end experience for business partners. Rather than simply responding to inbound requests, this role actively cultivates relationships that create a pathway from volunteer participation to deeper engagement to philanthropic investment.

This role is responsible for making it easy and compelling for companies to connect their employees to meaningful, well-organized volunteer opportunities that support community needs.

This position also builds and manages strong relationships with nonprofit partners to develop a year-round portfolio of repeatable, high-quality volunteer experiences that align with corporate social responsibility priorities. Success in this role requires a strategic mindset, outstanding relationship management, and a commitment to excellence that reflects well on both UWQC and its corporate partners.

### ESSENTIAL JOB FUNCTIONS

#### Corporate Engagement Strategy

- Serve as the lead architect of UWQC’s corporate engagement function, using volunteerism as a strategic entry point to build and deepen corporate partnerships.
- Proactively build and manage a pipeline of corporate partner opportunities — identifying, cultivating, and deepening relationships.
- Deliver a concierge-level experience by making volunteer engagement easy, organized, and impactful.
- Own the corporate partner experience end-to-end — from initial engagement through execution and follow-up — ensuring every interaction reflects UWQC’s values and reinforces the partnership.
- Develop deep knowledge of each corporate partner’s CSR goals, employee engagement priorities, and philanthropic interests — using that insight to guide partners from volunteer projects toward deeper community investment.

- Design and manage a year-round portfolio of repeatable, high-quality volunteer experiences that can be scaled and tailored to corporate partner needs.
- Partner closely with the Resource Development team to align volunteer engagement with broader corporate partnership strategies and support the pathway from engagement to philanthropic investment.
- Track participation, outcomes, and partner engagement to strengthen retention and growth.

### **Nonprofit Partner Engagement**

- Build and maintain strong relationships with nonprofit partners to identify volunteer needs and opportunities.
- Proactively source, assess, and curate volunteer projects that are meaningful, well-organized, and scalable.
- Develop a consistent “menu” of volunteer opportunities that can be easily activated by corporate partners.
- Ensure volunteer opportunities are aligned with UWQC priorities and address community needs.
- Support nonprofit partners in preparing for successful volunteer engagement through clear planning and communication.

### **Volunteer Experience Design & Delivery**

- Leverage UWQC’s volunteer engagement technology platform to streamline the partner experience and generate data that informs ongoing improvement and relationship development.
- Oversee UWQC’s signature community engagement initiatives, including Read United and Day of Caring, with a focus on delivering consistent, relationship-building experiences that strengthen corporate partnerships rather than simply executing events.
- Manage volunteer project logistics from planning through execution and follow-up, ensuring that operational details never detract from the partner relationship or the quality of the experience.
- Ensure volunteer experiences are well-organized, engaging, and mission-aligned.
- Continuously evaluate and improve volunteer experiences to ensure they are scalable, repeatable, and consistently excellent for both corporate partners and nonprofit hosts.

### **Communications & Partner Experience**

- Partner with the Marketing and Communications team to promote volunteer opportunities and engagement campaigns.
- Develop clear and compelling communications for corporate partners, volunteers, and nonprofit organizations.
- Create recognition and stewardship strategies that celebrate volunteer impact and strengthen partner relationships.
- Ensure consistent communication and strong customer service across all volunteer touchpoints.

### **Data, Reporting & Operations**

- Track volunteer participation, engagement, and impact across all programs and events.
- Maintain accurate volunteer and partner records in relevant systems.
- Develop reports and dashboards that demonstrate return on investment for volunteer outcomes and corporate impact.
- Use data and feedback to improve volunteer experiences and inform future planning.
- Manage budgets related to volunteer programs and events.

## **CORE COMPETENCIES**

All United Way Quad Cities staff are expected to demonstrate the following competencies:

- Mission-Focused
- Relationship Oriented
- Collaborator

- Results-Driven
- Brand Steward

## **EDUCATION & EXPERIENCE**

### **Education/Training:**

- Bachelor's degree in nonprofit management, event management, public relations, communications or a related field preferred.
- 2–4 years of experience in volunteer engagement, corporate engagement, event management, nonprofit partnerships, or related work.
- Experience managing projects, partnerships, and multiple priorities in a fast-paced environment.

### **Skills & Competencies**

- Strong relationship management and customer service skills.
- Ability to deliver a high-touch, responsive experience to corporate and nonprofit partners.
- Excellent project management and organizational skills.
- Strong written and verbal communication skills.
- Ability to manage multiple projects and deadlines with attention to detail.
- Strong judgment, initiative, and problem-solving skills.
- Ability to collaborate effectively across teams and with external partners.
- Proficiency with Microsoft Office Suite and volunteer or CRM platforms.
- Valid driver's license, automobile insurance, and reliable transportation required.

### **Why United Way Quad Cities?**

You'll join a collaborative, mission-driven team that believes in doing good - and doing it well. At United Way Quad Cities, we bring partners and resources together to improve education, financial security and health - so more people can learn, earn and live well. Together, we're removing barriers and expanding opportunity so everyone in our region has the chance to thrive.

We are a results-focused organization that values creativity, innovation, and continuous improvement. Our work is grounded in data, strengthened by relationships, and powered by people who are passionate about making a difference. Team members are encouraged to bring ideas forward, collaborate across departments, and take ownership of their work while seeing the real-world impact of their efforts.