

*Our Mission: To improve lives by uniting the caring power of our community.*

## Career Opportunity

### Volunteer Engagement Specialist

Posting Date: August 8, 2019

Deadline: August 22, 2019

To apply, please send a cover letter and resume to: [careers@unitedwaydm.org](mailto:careers@unitedwaydm.org).

For more organizational information, please visit [www.unitedwaydm.org](http://www.unitedwaydm.org).

#### Position Summary:

United Way of Central Iowa is seeking a Volunteer Engagement Specialist to support and advance United Way's mission of improving lives by providing administrative, database and volunteer support for the Volunteer Engagement Department. The volunteer engagement strategy and initiatives align with the organization's impact focus areas of education, income and health. This position will assist and interact with a variety of individuals, including volunteers for the department's 55+ Retired and Senior Volunteer Program (RSVP). This position reports directly to the Volunteer Engagement Officer and works closely with the 55+RSVP Director.

The selected candidate for this role will enjoy providing general administrative support, excellent customer service skills, solid computer database and reporting experience and strong organizational skills. United Way of Central Iowa is a community mobilizer for volunteering and our success in carrying out our mission depends on the positive relationships we build with our volunteers, donors and community partners. This is a fulltime position working primarily during the day, Monday through Friday.

#### Why Choose UWCI?

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization's mission and community impact work and strive to create a positive, inclusive and welcoming work environment. Our Core Values of **Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence** is the foundation for how we do our work and to reach our aspiration to "Engage Community to Empower All." In addition to a competitive salary and robust benefits package including health insurance, a dental plan, 401(k) with match and paid life insurance, we offer the following:

- On-site cafeteria
- Free, newly remodeled on-site fitness center
- Commitment to fostering cultural humility, diversity and inclusion
- Commitment to employee professional development
- Fun monthly opportunities for employees to build camaraderie
- Wellness initiatives
- Convenient central Des Moines location with free parking
- Paid volunteer time off
- Participating in cross-functional teams and organization-wide initiatives and projects
- Tuition Assistance
- Generous paid vacation plan, holidays, a personal holiday and sick time

### Essential Accountabilities Include (but not limited to):

- Provides general administrative and technical support for the work of the Volunteer Engagement staff including the RSVP 55+ Initiative,
- Assists and directs volunteers and other external and internal entities as applicable via in person, phone or email communications. Resolves questions or issues in a professional and prompt manner.
- Develops, manages and maintains applicable volunteer database information and applications via the organization's CRM system and similar software programs such as United Way's Get Connected software application.
- Performs data entry functions and works with applicable departments to ensure accurate and timely completion of reports and database updates.
- Identifies and confirms weekly media volunteer listings by initiating calls to confirm volunteer needs and monitoring and coordinating feedback from organizations featured and recording results.
- Coordinates, schedules and prepares various meetings including for Volunteer Engagement and RSVP 55+ Initiatives as needed. Attends meetings as assigned and takes minutes when assigned and appropriate.
- Prepares correspondence and maintains records and filing system (electronic and hard copy).
- Maintain adequate supply of appropriate materials for the staff and prepares materials as necessary.
- Participates in the planning and implementation of volunteer community activities and events that draw attention to United Way of Central Iowa funded programs and broader community engagement and support.
- Fosters departmental and organizational teamwork by participating in special projects and annual activities, and front desk relief.
- Aligns work behavior and work based on the UWCI Code of Ethics and Organizational Values.

### Education:

- High school degree or equivalent

### Competencies Required:

- **Customer Oriented:** Ability to serve clients (both external and internal) by focusing effort on meeting their needs, concerns, and seeking to build trust.
- **Relationship Building:** Ability to establish and maintain a good rapport and relationships with customers and coworkers including those who are different from one's own background and culture.
- **Accurate:** Ability to produce error-free work and consistently meet quality objectives.
- **Adaptability:** Ability to adapt to changing workplace conditions.
- **Self-directed** – Ability to complete most assigned tasks with little or no oversight.
- **Initiative:** Ability to act and take steps to solve or settle an issue.
- **Organized:** Ability to be structured and methodical in working skills.
- **Communication:** Ability to provide clear and professional communications, verbal and written.
- **Time management:** Ability to effectively use available time for the completion of necessary job tasks.
- **Detail oriented** – Ability to pay meticulous attention to all aspects of a situation or task.
- **Analytical Skills:** Ability to compile appropriate information and raw data in order to extract useful information for meaningful conclusions.

**Experience:**

- Minimum two years 'experience in the field of volunteer engagement or human services
- Customer service-oriented experience
- Experience with Microsoft Office Products with solid experience in Excel.
- Social media knowledgeable.
- Working and/or interacting with individuals of diverse ages, backgrounds and experiences.
- Demonstrated knowledge and understanding of, database programs and data entry.

**Other Requirements:**

- Driver's license and ability to drive own vehicle for regular local travel between buildings in the Central Iowa area. Overnight and air travel occurs potentially twice year with stays of two to three days.
- Ability to undergo a criminal history background check due to federal grant requirements and working with vulnerable populations. A record is not necessarily a barrier to employment.

United Way is an equal opportunity employer and employment practices are implemented without regard to race, color, national origin, gender, religious beliefs, age, disability, sexual orientation, citizenship status, military status or any other basis protected by federal, state or local fair employment practices.