

## ENGAGEMENT COORDINATOR JOB DESCRIPTION

<b>Position Title:</b>	Engagement Coordinator
<b>Reports To:</b>	Volunteer Engagement/Volunteer Center Director
<b>Type of Position:</b>	Full-time; Permanent
<b>FLSA Status:</b>	Exempt

**ROLE:** To provide administrative oversight and logistical and coordination support to ensure success of strategies, projects, activities and programs designed to:

- Inspire, mobilize and engage volunteers to improve lives and create positive community change
- Achieve volunteer engagement and Volunteer Center objectives in support of the United Way of Yellowstone County’s strategic plan and impact agenda.

### DUTIES AND RESPONSIBILITIES:

#### Connection of Volunteers to Service Opportunities (40%)

- Maintain and monitor on-line database, YouCanVolunteer.org, to maximize its use and quality.
- Provide training and technical assistance to agencies/organizations on the use of the database such as welcome packets, newsletter tips, meetings, etc.
- Provide training and/or support for all users.
- Maintain and develop relationships with engagement partners and service sites to identify quality, meaningful volunteer opportunities and engagement experiences.
- Support UWYC managed volunteer opportunities and service projects including episodic and calendar-dated activities including service days, seasonal and special opportunities.
- Help design and implement volunteer recruitment plans.

#### Capacity Building for Engagement (30%)

- Help with efforts to implement and achieve success in engagement programming areas which may include:
  - Disaster preparedness and response
  - Business volunteerism and engagement programming (Business Meets Community)
  - Youth Volunteer programming (Youth Volunteer Corps)
  - Volunteer Administrators’ NETWORK
  - Consulting and Training Services
  - Other
- Maintain and support model, internal volunteer management practices to include:
  - Ensuring forms and materials are current and up-to-date
  - Monitoring compliance with policies and procedures by staff
  - Keeping information and records current
  - Posting hours and other information needed to track service and outcomes.

#### Sustainability and Support (20%)

- Help acquire resources (volunteers, partners and funds) needed to accomplish engagement and Volunteer Center objectives and tasks.

- Maintain accurate records and collection of data, which may include rosters, meeting attendance, meeting notes, survey results, and other information needed for reporting and other purposes.
- Assist in reporting requirements and monitoring compliance with affiliate expectations.
- Maintain manuals, copy and assemble materials, schedule meeting and training rooms, order supplies, etc.
- Keep abreast and knowledgeable of issues and trends related to volunteer engagement.
- Perform other duties as needed and assigned.

#### **Promotion and Recognition of Volunteerism (10%)**

- Assist with providing volunteer-related content for communications including but not limited to blog posts, newsletter articles, social media, web site development and annual reporting.
- Support volunteer engagement promotion activities such as presentations, articles, printed materials, displays, volunteer or career fairs, etc.
- Coordinate volunteer recognition activities/efforts especially in conjunction with National Volunteer Week.

#### **Other Duties and Responsibilities:**

- Provide assistance as needed to other UWYC programs and personnel.
- Assist with UWYC Annual Campaign.
- Serve as a United Way of Yellowstone County ambassador at all times by communicating the mission and vision of United Way.
- Perform other duties as assigned.

#### **QUALIFICATIONS:**

##### **Education and Experience**

- Educational background and experience in relevant field (i.e. management, marketing, communications, planning, human resource management and/or organizational development). Bachelor's degree preferred.
- 5 years or more experience working with volunteers and knowledge about volunteer engagement and management

##### **Knowledge and Skills**

- Professional, organized, courteous
- Excellent written and verbal communication skills
- Ability to motivate self, complete tasks in a timely manner, manage multiple priorities in a busy environment
- Work effectively with a variety of people and personalities
- Consistent in quality and quantity of work
- Ability to work both independently and collaboratively in a team
- Ability to maintain confidentiality
- Ability to understand relationships between tasks and intended outcomes.
- Ability to inspire and motivate others
- Experience or knowledge in disaster preparedness and response and/or youth engagement beneficial.
- Well versed in using Microsoft Office applications and communications and social media technologies
- Possess a valid Driver's license and current auto liability insurance and reliable transportation

- Available to work Monday-Friday daytimes with occasional evenings, weekends or early morning.

#### OVERALL SKILLS & ABILITIES:

1. **Language Skills:** Ability to read, analyze, and interpret professional documents. Ability to write and create documents in a manner that is understandable and organized. Ability to effectively present information and respond to questions. Ability to use effective interpersonal communication skills when interacting with staff, donors, community partners, and others.
2. **Communication:** Excellent skills communicating with diverse individuals and groups.
3. **Reasoning Ability:** Ability to solve practical problems and deal with a variety of variables. Ability to synthesize a large amount of information into concrete needs and action steps. Ability to engage in strategic thinking and planning.
4. **Physical Demands:** The physical demands of the position are representative of those an employee encounters while performing the essential functions of this job. The employee can expect to sit or stand in front of a computer for long periods, extensive use of computer keyboard, ten-key, and phone. General movement around the office for communicating with others, using the copier, and filing. UWYC may make accommodations for those with disabilities to perform the essential functions of the job. The noise level in the work environment is usually low to moderate.

#### UNITED WAY CORE COMPETENCIES FOR ALL STAFF

- **Mission-Focused:** Catalyze others' commitment to mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

#### DIVERSITY, EQUITY & INCLUSION STATEMENT:

Diversity is a core value at UWYC. We are passionate about building and sustaining an inclusive and equitable working environment. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

Diversity, equity and inclusion are vital to achieving our mission, living our values, and advancing the common good. UWYC is committed to diversity, equity and inclusion within its own organization and the community. The officers, directors, committee members, employees and persons served by UWYC shall be selected in a manner to promote diversity, equity and inclusion and entirely on a non-discriminatory basis with respect to race, religion, national origin, ethnicity, age, gender, gender identity and expression, disability, sexual orientation, veteran-status, familial status, or socio-economic status.

United Way of Yellowstone County

2173 Overland Avenue

Billings, MT 59102

tel 406.252.3839

[www.unitedwayyellowstone.org](http://www.unitedwayyellowstone.org)



United Way  
of Yellowstone County

UWYC offers a competitive salary, as well as a generous benefit package; including a retirement match after one year of service.

Hiring Salary Range: \$38,000-\$42,000 DOE.

Interested applicants should submit a resume, cover letter and three references via email to: [unitedway@uwyellowstone.org](mailto:unitedway@uwyellowstone.org) by October 15, using Engagement Coordinator in the subject line.