



## Position Description

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**Position Title:** Director, Volunteer and Community Engagement

**Department:** Operations

**Reports to:** Chief Operating Officer

**FLSA Status:** Exempt

**Organization Overview:** United Way of Anchorage mobilizes the community to make lasting, measurable changes in community conditions that improve lives. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, collaborative, and adaptive. At United Way of Anchorage, we believe in celebrating success, learning from failure, and ambitious goals. Our wages are competitive; the benefits package is comprehensive; perks like flexible schedules and engagement activities make every day unique.

**Position Overview:** The Director of Volunteer and Community Engagement is responsible for working with United Way of Anchorage program teams to plan, coordinate, and manage engagement and volunteer activities and projects related to United Way of Anchorage's goals. Responsibility also includes building and maintaining cadre of volunteers with passion for the work and goals of United Way of Anchorage.

### **Duties and Responsibilities:**

- Expand United Way's reach into the community by developing strategies to increase participation in volunteer and community engagement projects and initiatives. Recruit groups and individuals for scheduled engagement opportunities.
- Plan and coordinate an ongoing program of recruitment, interviewing, training, referral, placement, and recognition of volunteers.
- Plan, manage, and execute special donor engagement projects to strengthen the donor experience and recruit future donors.
- Develop volunteer opportunities that target the goals of the impact work
- Manage and be responsible for the operation of [bethechange907.org](http://bethechange907.org).
- Plan, manage, and execute at least two community-wide events to connect donors/community to the work of United Way.
- Supervise staff assigned to work with engagement and volunteer activities.
- Works with the Communication Marketing team on developing an effective strategy for volunteer and engagement messaging and other United Way year-round events to ensure a positive brand image and increased participation.
- Keep records of volunteers and prepare reports (ANDAR software) on volunteer programs. Help compile reliable, accurate data for post-project evaluation and reporting.
- Work with the Resource Development team to meet with existing corporate partners and donors to encourage participation in Days of Service and to increase awareness of the work of UWAY.

- Manages communications to all volunteer attendees pre-and post-volunteer and engagement activities.
- Organizes engagement meetings with volunteers to establish partnership and grow donations.
- In addition to the core responsibilities of the position, may be asked, or may seek, to engage unique abilities, strengths and passions through participation on cross-functional teams.

**Requirements:**

The successful candidate demonstrates evidence of

- Mobilizing community action to tackle community problems
- Establishing leadership credibility
- Elevating organizational brand and reputation
- Strategic thinking
- Resource development
- Effective decision making
- Influencing external and internal teams to collaborate for impact
- Collaboration
- Managing conflict
- Developing talent in others
- Inspiring and motivating others
- Delivering measurable results

**Education and Experience:**

Bachelor's degree and/or 3 years of progressively responsible experience in the field of volunteer management, special events management, project management; and/or communications.

**Language Skills:**

Ability to produce enthusiastically and compelling communication pieces. Ability to present information to and respond to questions from groups of diverse organizational employees, managers, and senior level high profile decision makers.

**Community Skills:**

Cultural sensitivity and management of culturally diverse groups.

**Computer Skills:**

Requires advanced knowledge of MS office software and database programs.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk and/or hear. The employee is frequently required to use finger and hand motion and occasionally required to stand, walk and reach with hands and arms. The employee must frequently lift and/or move objects up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

**Licenses:** Valid Alaska Driver's License. Access to reliable insured vehicle to be used for work-related travel in the Anchorage area.

**Place of Work:** 701 West 8th Avenue, Suite 230, Anchorage, Alaska 99501

**Hours of Work:** 8:30 am – 5:00 pm, Monday – Friday, with occasional weekend and evening commitments

**Salary:** Salary DOE. Benefits include holiday pay, medical, dental, and vision insurance and a retirement plan.

**To Apply:** Submit letter of interest and resume to Nina Makarova, 701 West 8<sup>th</sup> Avenue, Suite 230, Anchorage AK 99501. Fax and email applications are acceptable. Fax: 907-263-3801; email: [nmakarova@ak.org](mailto:nmakarova@ak.org)

Position open until filled.