



## UNITED WAY OF TUCSON AND SOUTHERN ARIZONA Position Description

### **Manager, Volunteer Workforce** **Full Time FLSA Non-Exempt** **Salary Range: \$18 – 19.23/hr**

#### **Job Description**

The Manager, Volunteer Workforce is primarily responsible for managing Financial Wellness volunteer efforts and overseeing the internal processes related to volunteer engagement at United Way of Tucson and Southern Arizona. This position reports directly to the Senior Director of Financial Wellness Initiatives. Imagine the role as a volunteer workforce Human Resource office, recruiting, orienting, supporting, and recognizing contributions of a volunteer workforce. This position will also work closely with others on the Financial Wellness Team and with colleagues in other departments.

This is a full-time, exempt, professional position. With an office in Tucson, this position requires travel throughout Pima County.

**Note: This position is partially funded by grants.**

#### **Responsibilities:**

- Recruit volunteers for VITA, United Way's free tax preparation program and other Financial Wellness volunteer programs.
- Provide orientations for prospective volunteers and assist with the development of orientations and trainings for engaged volunteers.
- Help build site-based VITA teams, led by volunteer site coordinators.
- Implement a VITA volunteer career path, marking volunteer achievements and encouraging growth and contributions at higher levels of responsibility
- Manage broad, regular communication with volunteers
- Assist the Senior Director of Financial Wellness initiatives with trainings as assigned
- Coordinate the tracking of all United Way volunteer contributions, submit reports on a quarterly basis, and assist with DB2 reporting.
- Manage volunteer recognition events and other methods of recognition.
- Participate as a member of the United Way Financial Wellness Team, taking on additional duties when needed
- Assist with the recruitment and onboarding of Pima Community College student employees, and University and College Interns.
- Provide United Way staff with support as they supervise volunteers, interns, and student employees.
- Assist with the refinement of volunteer engagement policy, procedures, and practices.
- Perform duties in accordance with United Way policies and procedures such as attending staff meetings, completing time cards, expense reports and other program reports as required.

**Qualifications, Skills, and Abilities**

- Bachelor's Degree; Three years of experience managing a volunteer workforce, or equivalent combination of education and experience.
- Highly organized and able to prioritize tasks.
- Experience training others on new processes
- Demonstrated strong computer skills in Google, Word, PowerPoint, Excel, Publisher, and other software necessary to complete job duties.
- Demonstrated excellent oral and written communication skills, including clear, concise and accurate written documents, accuracy in grammar and spelling, and proficiency in the selection/organization of appropriate presentation methods.
- Demonstrated ability to speak publicly to promote volunteer opportunities to various groups.
- Strong ability to establish and maintain effective working relationships with all levels of United Way staff as well as diverse business leaders, non-profit agency representatives, volunteers, donors, community partners, vendors, and other constituents.
- Strong ability to tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality, and respect and observe organizational protocol.
- Ability to maintain a flexible work schedule and adjust as required by changing activities.
- Must possess a valid driver's license, current auto insurance, daily access to reliable vehicle and able to occasionally lift up to 30 pounds.

Thank you for your interest in this position. Please submit your resume and cover letter to:

[idenigris@unitedwaytucson.org](mailto:idenigris@unitedwaytucson.org)