

**United Way of Greenville County  
Director of Volunteer Engagement**

**FLSA Status: Exempt**

**Date : April 2024**

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## **Who We Are**

Greenville County continues to draw national attention as a popular destination for visitors and a magnet for new development. But, even with this success, many experience a different Greenville. Right now, over 60,000 people are living in poverty. As the largest poverty-fighting organization in South Carolina, United Way of Greenville County's unique ability to take on challenges like housing, education, childcare, transportation, and other complex community issues—all at the same time—is unmatched.

## **What We Do**

We mobilize donors and volunteers and convene partner agencies, corporations, and community leaders to make broad, systemic change like no other organization can on its own.

**Vision:** A Greenville County where all people have access to the opportunities to achieve their full potential.

**Mission:** We mobilize people and resources to improve lives, strengthen the community, and advance equity for the benefit of all.

## **POSITION SUMMARY: Director of Volunteer Engagement**

The Director of Volunteer Engagement provides organizational leadership in creating strategies to engage community members, donors and corporate partners in strategically aligned volunteer experiences that deepen their connection to the work of United Way of Greenville County and our community.

## **ESSENTIAL RESPONSIBILITIES:**

- **Create the vision and strategy for best-in-class volunteer engagement with laser focus on donor engagement and the volunteer experience.**
  - Design, implement, and lead the volunteer engagement strategy by positioning United Way of Greenville County as the premier community mobilizer of volunteers in community impact issues including: housing, childcare, education, and transportation.

- Evaluate and align four key affinity groups for maximum impact and effectiveness: African American Leadership, Women United, ReUNITED, and Young Leaders Society.
  - Evaluate and align key community events with volunteerism, including Hands On Greenville Day, School Tools, Project Joy, and others.
- **Analyze and evolve affinity groups and key volunteer opportunities for maximum effectiveness and engagement.**
    - Create and implement fee-based volunteer event opportunities that support corporate partner philanthropic strategies for on-site team building events in line with community needs.
    - Develop new, strategic plans for Affinity Groups including overall purpose, metrics, recruitment and retention strategies, and membership engagement.
    - Manage accurate volunteer data and develop segmented volunteer engagement strategies based on data analysis.

### Competencies:

- **Awareness and Sensitivity to the External Environment** - Situational awareness; is aware of organization's position in the community and the effect of their words and actions on that position; demonstrates savvy in dealing with internal and external customers; is promoting and affirming in conversations about and on behalf of the organization.
- **Strategic Thinking** - Ability to think long-term, tying together the current operations with a more long-term focus.
- **Communication** - Speaks clearly, writes effectively and persuasively in positive or negative situations; listens to executives, co-workers, , and outside advisors to share information and ideas effectively and efficiently; demonstrates effective group presentation and meeting skills.
- **Creativity** - The ability to think outside the routine way of doing business and develop new and creative ways of addressing needs.
- **Innovation** - Comfortable and proactive with developing, recommending, and introducing new ideas and/or methods.
- **Planning and Organizing/Time Management** - Plans and prioritizes work activities, uses time efficiently and develops realistic action plans; establishes and adheres to deadlines; collects, analyzes, and uses data to manage effectively and efficiently.
- **Results-Oriented Thinking and Behavior** - A genuine concern for effectiveness; possesses the desire to get the job done with excellence; mentally, is focused on getting the best results for actions taken; does not settle of mediocrity.
- **Teamwork** - Works cooperatively with others in the organization to achieve the organization's mission, values and goals.

### Required Experience and Education:

- Bachelor's degree and 6+ years of volunteer management or comparable combination of education and experience.
- Ability to lead the Volunteer Engagement staff and ensure clear direction, coaching, performance management, and development of the team.

- Ability to quickly evaluate programs, processes, and/or people to get at the root cause of any deterrents to goal achievement.
- Deep and broad understanding of donor engagement and volunteer experience.
- Strong interpersonal, organizational, public speaking, and persuasion skills.
- Superior writing and verbal communications skills.
- Excellent interpersonal, relationship building, and collaboration skills and the ability to manage multi-faceted projects.
- Flexible and adaptable with the ability to manage ambiguity in decision making when needed.



<b>Mental &amp; Physical Demands- ADA Guidelines</b>						
<b>Physical Demands</b>						
Stand	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling / Fingering	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
<b>Lifting Requirements</b>						
10 pounds or less	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
<b>Pushing and Pulling Requirements</b>						
12 pounds or less	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/>	Constantly	<input type="checkbox"/>	Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
<b>Definitions</b>						
<b>N/A</b>	<b>Not Applicable</b>	Activity is not applicable to this occupation				
<b>O</b>	<b>Occasionally</b>	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)				
<b>F</b>	<b>Frequently</b>	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)				
<b>C</b>	<b>Constantly</b>	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)				

## HOW TO APPLY

Submit your resume and cover letter directly to [talent@unitedwaygc.org](mailto:talent@unitedwaygc.org) with **Director of Volunteer Engagement** in the subject line. Qualified candidates that bring a diversity of thought, experience and background are encouraged to apply.



*United Way of Greenville County offers competitive compensation based on prior experience and qualifications as well as comprehensive benefits to best support our people. Benefits we offer include: health, dental and vision insurance where United Way of Greenville County pays generously towards the cost of these benefits for eligible employees and their families.*

*United Way of Greenville is an equal opportunity employer and value diversity. All employment is decided on the basis of qualifications, merit and business need.*