

**Position: Volunteer Recruitment Assistant**

**Type:** Part-Time Seasonal (25 hours 4-5 months) Non-Exempt

**Reports to:** Community Impact Director, Financial Stability

**Department:** Community Impact

**Summary of Position:**

The Volunteer Recruitment Specialist will increase the number of high-value volunteers providing needed services to support the United Way Volunteer Income Tax Assistance program (VITA). The Volunteer Recruitment Assistant will recruit, manage and recognize volunteers. This position is a valuable opportunity to develop and apply leadership and community organizing skills to make a lasting difference in the lives of children, youth, their families, and the local community.

**Responsibilities and Duties:**

- Organize recruitment of tax preparation volunteers for the VITA program by establishing and maintaining effective relationships with Monterey County Department of Social Services, and local universities, colleges, career technical and adult education centers.
- Onboard and maintain records of volunteers including their training dates, site preference for performing their volunteer hours and timesheets during tax season.
- Provide volunteers with opportunities to provide feedback on training and tax preparation sites. Participate in analysis of data for continuous improvement of VITA program.
- Coordinate VITA Appreciation Event/ other volunteer engagement events for recruitment and retention of program.
- Support through tax season at various sites as needed.
- Assist with volunteer supervision and individual evaluation.
- Utilize and make recommendations and improvements to the volunteer management database.
- Continue development of volunteer retention and formal and informal recognition program.
- Formalize volunteer feedback collection, analysis and apply to continuous improvement
- Assist with additional VITA duties as needed.

**Functional Competencies:**

- *Effective & Engaging Communicator* - Is an effective and passionate communicator, articulating the United Way message in a way that inspires other to act in service to the organization and the community.

- *Detail Oriented* – Able to manage details of volunteer engagement opportunities including communications with project partners and volunteers, marketing materials and messages, and project planning and implementation.
- *Critical Thinking & Creative Problem Solving* - Able to address and manage complex issues to achieve desired results. This includes the ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results.
- *Planning & Implementation* - Leads and takes initiative in planning and developing volunteer opportunities to support impact areas to achieve results that drive collective community outcomes.
- *Embracing & Managing Change* - Adapts successfully to changing needs while maintaining positive relationships with all constituents, internal and external.

#### **United Way Staff Competencies:**

- *Mission oriented:* Performance and professional motivations are driven by a commitment to creating real social change that leads to better lives and healthier communities.
- *Relationship oriented:* Understands that people come before process and is astute in cultivating and managing relationships toward a common goal. The ability to build, leverage, and maintain mutually positive relationships that provide support for and add value to United Way, and the community.
- *Collaborator:* Ability to cooperate/collaborate with customers and stakeholders to clearly define their objectives to identify solutions that solve their needs and lead to increased revenue. 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. The capacity to be energized and excited by challenging objectives and a concern for exceeding goals set by self or others; achieve high level, sustainable performance.
- *Brand Steward:* Steward of the United Way brand and understands his/her role in growing and protecting the reputation and results of the organization and greater network.

#### **Desired Qualifications:**

- Two years related experience and/or the equivalent combination of education and experience. Nonprofit experience desirable.
- Experience recruiting and managing volunteers
- Experience collecting and documenting volunteer and customer stories is a plus.
- Excellent oral and written communication skills.
- Excellent organizational skills and attention to details.

- Self-motivated and able to work as both a team member and individually.
- Knowledge of volunteer database software.

**Position Requires:**

- Computer literate with experience in MS Office software including Word, Excel, and Outlook. Knowledge of Google Drive, and Survey Monkey is a plus.
- Ability to work varied hours, including early mornings, evenings and/or weekends.
- Ability to lift, carry and transport a 35-pound box.
- Possession of a valid driver's license, auto insurance and a reliable automobile for regular travel throughout Monterey County

**Compensation:** \$20 - \$22 per hour depending on experience

**To Apply:**

Please submit a resume and cover letter to:

Tina Engquist

Director of Operations

United Way Monterey County

[tina.engquist@unitedwaymcca.org](mailto:tina.engquist@unitedwaymcca.org)

*United Way Monterey County is an Equal Opportunity Employer.*