

UNITED WAY OF SOUTHWESTERN INDIANA

POSITION DESCRIPTION



Position: Volunteer Coordinator/Executive Assistant
Department: Development
Immediate Supervisor: Development Director
Provides Supervision to: N/A
Job Classification: Full-Time, Exempt, M-F, onsite

Purpose and Scope of Job:

The Volunteer Coordinator/Executive Assistant coordinates schedules, resources, and people to ensure that UWSWI is prepared to address priority community issues. This includes matching volunteers with nonprofit organizations for the annual Day of Caring, organizing physical and digital materials in advance of meetings or events, and managing administrative tasks in the office. Strong project management, communication, customer service, and problem-solving skills are critical to success in this role.

Essential Responsibilities

Volunteer Management

- Implement a year-round volunteer engagement program, collaborating with internal and external stakeholders to identify volunteer opportunities and coordinate their fulfillment.
- Build and sustain relationships with individual and/or team volunteers, corporate partners, and community organizations.
- Oversee volunteer communications and ensure timely updates and outreach.
- Report and evaluate volunteer impact.
- Employ various feedback-gathering strategies to continuously assess and enhance volunteer engagement.
- Maintain the UWSWI volunteer database, ensuring accurate and current records.
- Plan and execute the annual Day of Caring breakfast and volunteer event.
- Foster a welcoming and inclusive environment for all volunteers and nonprofit partners.

Office Management

- Ensure office runs smoothly, greeting visitors, managing office supplies and equipment, and scheduling usage of meeting spaces.
- Serve as primary liaison for facilities, maintenance, phone, and supply vendors.
- Implement and maintain office procedures.
- Promptly handle incoming and outgoing communications, including mail, email, and phone calls.
- Maintain organized filing systems for physical and digital documents.
- Organize and maintain a clean office environment.

Administrative Support

- Provide administrative support to President/CEO and Leadership staff, including calendar coordination, meeting preparation, travel arrangements, and other key administrative duties as needed.
- Prepare and edit correspondence, reports, and other documents.
- Coordinate Board, Cabinet, Staff and select committee meetings; schedule meeting rooms and Zoom sessions; manage records of attendance; prepare and distribute meeting materials; prepare technology/equipment and meeting spaces; order food/beverages or supplies.
- Assist with the development and planning of current and potential donor events.
- Track deadlines and ensure timely completion of tasks.

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Core Competencies

- Project management
- Time management
- Detail-oriented
- Problem-solving
- Adaptability
- Written and verbal communication

Required Qualifications, Skills & Abilities

- Associate Degree in Business, Project Management, Communications, or related field; coursework and previous job experience considered. Non-profit experience preferred
- Experience planning and executing large events.
- Demonstrated skill in both oral and written communication with a variety of audiences, such as Board members, donors, non-profit organizations, and vendors, through various methods and platforms.
- Exceptional attention to detail and ability to meet deadlines.
- Advanced proficiency with MS Excel, PowerPoint, and Word. Experience working with various databases is a plus.
- Valid driver's license, insurance coverage, and/or daily access to reliable transportation.

Physical Requirements

While performing the duties of this job, the employee is occasionally required to sit, stand, walk, drive/operate a car, lift and carry bags and boxes of approximately 20 pounds; talk or hear, read, use hands to handle or feel objects, reach with hands and arms; climb stairs, stoop, kneel, or crouch, type, operate a computer and copy machine.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This job description is not intended to be all-inclusive. It is understood that the employee will also perform responsible related business duties if required by the Chief Executive Officer. Job descriptions are reviewed periodically and may be revised if deemed necessary. This position description is not a written or an implied contract.