

Youth Opportunity Volunteer Manager

If you love working in a strong team and fast-paced environment, are skilled at managing a variety of projects, easily build relationships with diverse partners, and are energized by connecting young people and communities to meaningful volunteer experiences, United Way of Asheville and Buncombe County (UWABC) is where you want to be. The Youth Opportunity Volunteer Manager is part of the Community Engagement team and works closely with internal UWABC teams, schools, and youth-focused community partners. This role is for someone who enjoys volunteer & project management, balancing relationship-building with attention to detail, and collaborating internally and externally while staying true to UWABC's long-term strategic vision.

This position is responsible for the management and implementation of volunteer engagement projects supporting Community Schools, United for Youth partners, Youth, and UWABC signature events related to Youth Opportunity.

KEY RESPONSIBILITIES

Lead Volunteer Engagement Efforts for Community Schools (CS)

- Cultivate strong relationships with CS, serving as a primary point of contact and liaison for volunteer engagement initiatives.
- Conduct regular needs assessments and consultations with CS Coordinators to understand their priorities, challenges, and opportunities related to volunteer support.
- Monitor and evaluate the effectiveness of volunteer engagement efforts with CS, collecting feedback, measuring impact, and making adjustments to optimize outcomes.
- Facilitate communication and coordination between schools (UWABC staff) and internal stakeholders to maximize alignment across volunteer initiatives.
- Effectively communicate position requirements, onboarding and training processes, and scheduling considerations to volunteers and volunteer supervisors.
- Together with other Volunteer Engagement team members, support volunteer recruitment, presentations, training, and retention strategies aligned with the Community Schools and United 4 Youth strategy.
- In conjunction with Volunteer Engagement staff, coordinate volunteer appreciation events, recognition programs, and stewardship activities to cultivate belonging and satisfaction.

Lead Volunteer Engagement Efforts for United for Youth (U4Y) Partners

- Support internal and external partners with volunteer engagement best practices as needed.
- Cultivate strong relationships with U4Y partners, serving as a primary point of contact and liaison for volunteer engagement initiatives.
- Conduct regular needs assessments and consultations with partners to understand their priorities, challenges, and opportunities related to community engagement and volunteer support.

- Facilitate communication and coordination between partner organizations and internal stakeholders to maximize synergy and alignment across volunteer initiatives.
- Monitor and evaluate the effectiveness of volunteer engagement efforts with U4Y partners, collecting feedback, measuring impact, analyzing volunteer data, and making adjustments to optimize outcomes.

Lead and Implement Signature Volunteer Events

- Lead project management and planning for the Back to School Supply Drive, including serving as the primary owner of volunteer coordination and execution.
- Lead project management and planning for volunteers at other UWABC signature events as assigned.
- Support additional days of service developed by the organization as needed.
- Organize and inventory supplies in the shed storage area.
- Create and manage event budgets to ensure effective and efficient delivery of volunteer engagement initiatives.

Data Integrity and Get Connected Platform

- Ensure data entry of CS and U4Y volunteer projects occurs according to established processes and protocols. Work with the Partnerships & Volunteer Database Manager to ensure data integrity, maintenance, and that custom pages are updated on a regular basis based on current partner and youth support needs.

During active disaster response or recovery phases, this position may be activated to support emergency operations and temporarily reassigned to duties outside the normal scope of this role in alignment with volunteer engagement and organizational needs.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are associated with the position. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

MINIMUM REQUIREMENTS

- Bachelor's degree in social services, nonprofit management, communications, or related fields and 3 years of experience in volunteer coordination, marketing, fundraising, or similar fields; or equivalent experience with at least 2 of those years focused on volunteer coordination.
- 1 or more years of experience supervising volunteers.
- Strong communication skills in English (written and verbal); ability to manage sensitive situations with tact, professionalism, and diplomacy.
- Ability to work a flexible schedule, including evenings and weekends as needed.
- Commitment to the mission and guiding principles of UWABC and the ability to model those principles.

TECHNICAL SKILLS, ABILITIES, AND OTHER REQUIREMENTS

- Proficient with Google Suite, Microsoft Office, and Zoom; ability to learn and use a variety of platforms (e.g., Airtable, Asana, Get Connected).
- Previous public speaking experience and previous data management experience.

- Ability to manage multiple priorities, maneuver complex work environments, engage in planning and problem-solving, act without being prompted, and execute details promptly with minimal supervision.
- Ability to work and build relationships with diverse staff, volunteers, community members, governments, philanthropic organizations, donors, community partners, and corporate partners.
- Ability to define problems, collect data, establish facts, and draw conclusions.
- Ability to work independently and in teams; effective problem-solver with strong initiative.
- Holds self accountable for achieving results and contributes to team success.
- Valid driver's license with a driving record that meets insurance requirements and access to reliable transportation.

NICE TO HAVE

- Bilingual – English/Spanish.
- Prior experience with project management software.
- Prior experience working with youth or in a youth-serving organization.
- General knowledge of health and human services in Western North Carolina.

WORK ENVIRONMENT

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals who are differently abled to perform the essential functions.

While performing the duties of this position, the employee is regularly required to:

- Sit, stand, walk, reach with hands and arms, talk, and hear; use finger and hand motion.
- Must regularly lift and/or move objects up to 30 pounds.
- Moderate level of stress caused by tight deadlines; moderate eyestrain from extended computer use.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.
- Frequent work in the community at volunteer projects; occasional work outside of normal business hours.
- Drive a vehicle within the region; moderate office noise level.

This position is exempt from overtime regulations. Hybrid work environment: a mix of office, remote, and community settings. New employees are required to work from the UWABC office a minimum of 3 days per week for the first 90 days; the schedule may be modified thereafter based on a conversation with the supervisor.

Reports To: Director of Volunteer Engagement

Supervises: Volunteers; may occasionally supervise AmeriCorps members

Hours: 40/week

Hiring Range and Benefits: \$55,540 to \$62,480 plus full benefits, including paid vacation, sick and personal leave; employer contributions to 401(k), contributions to health, dental, and vision insurance benefits, life and disability insurance, employee assistance program, lifestyle spending account, and coaching and support.

United Way of Asheville and Buncombe County is an equal employment opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.