Position Title: Manager, Community Engagement
Reports To: Vice President, Community Impact
Supervises: As required: Staff and Volunteers
Position Classification: Salaried/ Non-Exempt, Learned Professional

Purpose of Position:
This position supports the efforts of United Way of Lake County by appropriately engaging community members in meaningful, enriching volunteer activities, and managing volunteer components of specific initiative(s). Implements key impact projects in cooperation with volunteers and community partners. Develops and leads Young Leaders group, ensuring they define and work to solve a problem within the community.

Primary Responsibilities:

Community Engagement
- Responsible for the strategic planning, implementation and overall smooth running of the Community Engagement programming and a rich menu of initiatives that effectively provide year round engagement opportunities for corporate investors, major donors and young leaders.
- Support corporate relationship building by developing and supervising the management of all aspects of mission based group volunteer projects.
- Manages large projects that are focused on increasing community engagement such as United Way Days, Home Town Huddle, etc.
- Continuously review all processes; when needed, update and improve the system, forms used and training necessary for the most efficient and effective engagement of volunteers.
- Manages the measurement of results, financial investments and the reporting parameters for volunteer program.
- Update UWLC's annual Holiday Guide and funding opportunities.

Young Leaders United
- Responsible for the strategic planning, implementation and overall smooth running of the Young Leaders United (YLU) group.
- Work with senior team to identify focus/parameters and develop a robust program for YLU.
- Develop a recruitment plan. Recruit members to YLU, meeting individually with potential members and providing outreach to groups as needed.
• Facilitate meaningful social engagement and volunteer opportunities for the members of YLU.
• Manages the measurement of results, financial investments and the reporting parameters for program.

Community Impact Responsibilities
• Attends and occasionally serves in a leadership role in local coalitions and organizations that are relevant to the position.
• Attend community events and meetings to conduct outreach to individuals on United Way programs.

Knowledge and Experience:
• Minimum of a Bachelor’s degree in social service, marketing/communications, education, public administration or related field.
• Minimum three years experience in social services, community development or leadership capacity and significant experience in volunteer management.
• One year of management or supervisory experience.
• Strong interpersonal skills.
• Good written and verbal communication skills.
• Demonstrated computer experience with knowledge of Word, Excel, Outlook, and PowerPoint.
• Well organized, with ability to project plan, monitor and evaluate functions and activities.
• Ability to handle multiple tasks simultaneously.
• Flexibility and ability to work with all kinds of people.
• Knowledge of Lake County non-profit agencies/organizations and community needs/issues strongly preferred.

Performance Measures:
• Expenses within budget.
• Project completion within established timelines.
• Number and quality of volunteers recruited.

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 10 pounds; talk or hear, read, use hands to finger, handle or feel objects, reach with hands and arms; climb stairs, stoop, kneel, or crouch, type, operate a computer, calculator, copy machine, telephone, fax machine, postage meter.