



United Way of  
Williamson County

---

## Director of Impact & Engagement

---

**Position Summary:** The Director of Impact & Engagement will build and maintain relationships with volunteers and key organizational partners, engage volunteers in ongoing service, and coordinate project logistics (Day of Service, Day of Caring, and miscellaneous projects). Primary programs include Volunteer Income Tax Assistance (VITA, Dolly Parton Imagination Library, Financial Literacy, Healthcare Marketplace, as well as lead our Community Impact Council throughout the grant process. Administrative tasks include managing data in Salesforce, Excel and Google documents.

**Position:** Salary, Exempt

**Reports to:** Chief Executive Officer

**Travel:** Some travel is required. Current, valid driver's license and reliable transportation is required.

**Hours:** 8:00 a.m. to 5 p.m. Monday –Friday (several evening or weekend events where hours will differ)

**Benefits:** Health Insurance, vacation, paid holidays following 90-day trial period.

### Position Responsibilities and Duties

- **Internal Programs**
  - **Health Insurance Marketplace**
    - Attend required and ongoing training, education and certification
    - Responsible for submitting required reports
    - Schedule, coordinate and deliver community educational presentations, seminars and outreach events
    - Meet one-on-one with clients, providing excellent customer service
    - Collaboratively work with regional and local staff
  - **Dolly Parton's Imagination Library**
    - Coordinate surveys and track metrics relating to the program
    - Coordinate registration and oversight of enrollment
    - Oversee the program and reports
    - Participate in community events promoting the program
  - **VITA (Volunteer Income Tax Assistance)**
    - Recruit and engage volunteers
      - Assist with training and administration as needed
    - Track IRS Certification Requirements for each volunteer
    - Coordinate volunteer thank you event

1111 N IH-35, Suite 220, Round Rock, TX 78664

512-255-6199

[info@unitedway-wc.org](mailto:info@unitedway-wc.org)

[unitedway-wc.org](http://unitedway-wc.org)

February 3, 2020

- Assist in the development of marketing materials
- Attend events to promote program and recruit volunteers
- **Financial Literacy Classes**
  - Responsible for submitting required reports
  - Promote program through community engagement events
  - Design & maintain follow-up plan with participants
  - Serve as main contact for presenters
  - Work with office staff to manage registration

## Community Engagement

- **Volunteer & Business Engagement**
  - Work closely with Resource Development and Marketing to provide meaningful workplace engagement opportunities that bring employees the opportunity to have an impact in the communities of Williamson County, while assisting partner agencies with capacity building.
  - Work with Resource Development Team to identify priority accounts and develop engagement menu
  - Maintain records of volunteer hours
  - Work to match individual and corporate team volunteers with agencies needs
  - Establish volunteer recognition awards & events
  - Coordinate Day of Caring & Day of Service
  - Event Management
    - Coordinate agendas, meetings and minutes with volunteers
    - Plan and implement events
- **Community Impact**
  - Coordinate volunteers for the grant application process
  - Serve as the liaison to community and partner agencies regarding community needs
  - Convene community conversations to determine/review goals in the areas of education, financial stability and health.
  - Work with our online grant system to pull and track quarterly reports.
  - Oversee grant applications and program reports
    - Prepare county-wide data for Community Impact volunteers
    - Prepare indicator reports as requested
    - Work with marketing to provide our program's stories for campaign season.
- **Affinity Groups**
  - Assist Resource Development in the coordination and creation of affinity groups

## Skills/Abilities

Detail oriented with the ability to work accurately with numbers and statistical data as well as maintain confidentiality of classified information. Ability to communicate in a courteous and professional manner

1111 N IH-35, Suite 220, Round Rock, TX 78664

512-255-6199

[info@unitedway-wc.org](mailto:info@unitedway-wc.org)

[unitedway-wc.org](http://unitedway-wc.org)

February 3, 2020

with a diversity groups: clients, staff, Board members, donors, and business contacts. Polished presentation skills required. Ability to organize work, set priorities and make decisions when appropriate. Ability to work independently and as a team member while being flexible and change-oriented. Ability to think strategically and use good judgement. Display personal and professional integrity. Bi-lingual in Spanish is a plus.

### **Qualifications**

- Bachelor's degree and three years' experience in a nonprofit organization or related field or comparable combination of education and experience. Experience in coordination and management of diverse projects; building coalitions, collaborations and partnerships. Experience in community needs assessment measurement. Demonstrated skills in Excel and other data analytics. Expertise in group facilitation skills, focus groups and market segmentation.
- Knowledge of human service issues, community relations and outcome-based evaluations. Ability to develop information and raw data into meaningful conclusions. Ability to recognize common factors and trends. Strong organizational, project and time management skills. Ability to meet established deadlines.
- Demonstrate excellent verbal and written communication skills to multiple audiences. Excellent organizational skills and ability to multi-task. Ability to make timely decisions and operate effectively under pressure. Ability to make presentations to large and small audiences.
- Ability to organize, coordinate and direct program activities; ability to work with community organizations; ability to communicate effectively with co-workers, volunteers, donors, agencies and the general public.
- Passionate motivation for improving the lives in the communities in Williamson County Texas.
- Strong project management skills and a demonstrated ability to work with teams, prioritize tasks, meet deadlines, and ensure high quality and accurate work.
- Experience working with and supporting volunteers a plus.
- Excellent interpersonal, written, and oral communications skills.
- Ability to work in a fast-paced environment.
- Proficient in Microsoft Office, Google Applications and database programs
- Perform other functions as assigned and assist other staff members as needed

### **Note:**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

**Background check and signed confidentiality agreement is required.**

**To apply, please email your resume and references to: [Jodee@UnitedWay-wc.org](mailto:Jodee@UnitedWay-wc.org)**

1111 N IH-35, Suite 220, Round Rock, TX 78664

512-255-6199

[info@unitedway-wc.org](mailto:info@unitedway-wc.org)

[unitedway-wc.org](http://unitedway-wc.org)

February 3, 2020