



LUBBOCK AREA UNITED WAY
JOB DESCRIPTION
DONOR & VOLUNTEER ENGAGEMENT COORDINATOR

Job Title: Donor & Volunteer Engagement Coordinator
Department: Resource Development
Reports To: Director of Strategic Donor Engagement
FLSA Status: Non-Exempt
Prepared By: Brett Thigpen, Director of Strategic Donor Engagement
Prepared Date: May 21, 2025
Approved By: Brett Thigpen, Director of Strategic Donor Engagement
Approved Date: August 6, 2025

POSITION SUMMARY

The Donor & Volunteer Engagement Coordinator plays a key role in advancing the mission of Lubbock Area United Way by building and stewarding relationships with donors, volunteers, and community partners. This position supports annual giving efforts, manages assigned donor and volunteer groups, and represents United Way at community events. The Coordinator works closely with the Director of Strategic Donor Engagement to implement strategies that enhance donor engagement and long-term support.

ESSENTIAL DUTIES & RESPONSIBILITIES are outlined below. Other duties may be assigned.

1. Campaign & Program Support
 - a. Manage and support local government employee campaigns, including recruitment, training, and ongoing volunteer support
 - b. Oversee the State Employee Charitable Campaign, ensuring accurate reporting and effective volunteer engagement
 - c. Provide timely and accurate campaign updates to volunteers and staff
2. Donor Engagement
 - a. Conduct assigned CEO calls to steward relationships, gather feedback, and promote involvement in United Way activities such as employee giving, volunteering, and sponsorship
 - b. Develop and maintain strong relationships with donors, prospects, and community partners to increase long-term support
3. Community Engagement
 - a. Represent United Way at workplace campaign meetings and community events
 - b. Represent Lubbock Area United Way in programs through the Lubbock Chamber of Commerce, identifying potential partnerships and connecting prospects with appropriate staff
 - c. Partner with the Marketing & Communications Director to promote United Way's mission and programs

4. Documentation & Process Improvement
 - a. Maintain accurate documentation of all processes and procedures in the project management system
 - b. Continuously seek opportunities to improve program efficiency and volunteer engagement

GENERAL EXPECTATIONS

- Demonstrate professionalism, discretion, and attention to detail
- Communicate clearly and effectively, both verbally and in writing
- Adapt to changing priorities and manage multiple tasks simultaneously
- Exhibit a proactive and solution-oriented approach to challenges
- Foster a collaborative and respectful work environment
- Seek opportunities for continuous improvement and professional development

SUPERVISORY RESPONSIBILITIES

This position does not have direct supervisory responsibilities.

QUALIFICATIONS

Required:

- Associate degree or equivalent college coursework
- Proficiency in Microsoft Office applications
- 3-5 years of progressively responsible experience in a professional setting
- Strong organizational and multitasking abilities

Preferred:

- Bachelor's degree in communications, public relations, or related field
- Experience in a nonprofit or volunteer-driven environment
- Prior experience as a volunteer

KEY COMPETENCIES

- Ability to build and maintain relationships with donors and volunteers
- Strong written and verbal communication skills
- Ability to plan and facilitate meetings and events
- High attention to detail and accuracy
- Ability to manage multiple projects and deadlines
- Team-oriented with a collaborative mindset

PHYSICAL DEMANDS & WORK ENVIRONMENT

- Standard office environment with extended periods of computer use
- Occasional lifting of materials up to 25 pounds
- Travel within the South Plains area; reliable transportation required
- Fast-paced work environment with interruptions and shifting priorities
- Reasonable accommodations may be made in accordance with the ADA



COMPENSATION & BENEFITS

Salary Range: \$45,000-50,000 annually

Benefits Include:

- Private health, dental, and vision insurance plan
- 403(b) thrift plan
- Paid time off
- 9 paid holidays per year
- 8 free counseling sessions per year

APPLICATION INFORMATION

To apply for this position, please email a cover letter and resume to Brett Thigpen at bthigpen@lubbockunitedway.org. Applications will be reviewed on a rolling basis until the position is filled.