



LUBBOCK AREA UNITED WAY
JOB DESCRIPTION
PROGRAM COORDINATOR

Job Title: Program 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 Program Coordinator plays a key role in supporting the mission of Lubbock Area United Way by managing the Loaned Executive and JumpStart programs, as well as other volunteer-driven initiatives. This position requires strong organizational, communication, and project management skills, along with the ability to engage and support a diverse group of volunteers. The Program Coordinator works closely with the Director of Strategic Donor Engagement to implement strategies that enhance program effectiveness and support the organization's fundraising goals.

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

1. Loaned Executive Program
 - a. Lead the planning, coordination, and execution of the Loaned Executive program
 - b. Support recruitment, onboarding, and training of volunteers
 - c. Collaborate with the volunteer Loaned Executive Chair to engage volunteers
 - d. Organize and facilitate key events such as kickoff, retreat, agency tours, Day of Caring, and other meetings
 - e. Ensure timely communication and updates to volunteers and staff
 - f. Coordinate with the Marketing & Communications Director to produce all necessary materials (e.g., binders, slides, handouts)
 - g. Prepare volunteers for meetings by providing talking points and presentation support
 - h. Lead the planning, coordination, and execution of the Loaned Executive Alumni program, including annual events and the establishment of a mentorship program
 - i. Conduct training sessions
 - j. Lead volunteer leadership team meetings
 - k. Maintain the program calendar
 - l. Manage the program budget

2. JumpStart Program
 - a. Identify and recruit new JumpStart companies
 - b. Collaborate with the volunteer JumpStart Chair to engage volunteers for campaign support
 - c. Provide consistent communication and updates to all stakeholders
 - d. Coordinate recognition of JumpStart companies at campaign events
 - e. Propose and implement new ideas to grow and improve the program
3. New Campaign Support
 - a. Serve as the primary support for companies launching their first employee campaigns
 - b. Guide campaign coordinators through planning and execution
 - c. Maintain regular communication and provide ongoing support throughout the campaign lifecycle
4. Community Engagement
 - a. Represent United Way at workplace campaign meetings and community events
 - b. Partner with the Marketing & Communications Director to promote United Way's mission and programs
5. 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 creativity, attention to detail, and adaptability in a fast-paced environment
- Meet deadlines and follow through on assignments with minimal supervision
- Communicate clearly and professionally, both verbally and in writing
- Exhibit sound judgement and a proactive approach to problem-solving
- Foster a collaborative and respectful work environment
- Pursue ongoing professional development and skill enhancement

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
- Experience in a nonprofit or volunteer-driven environment
- Prior experience as a volunteer

KEY COMPETENCIES

- Ability to build and maintain relationships with volunteers and stakeholders
- Ability to effectively plan and facilitate meetings and events
- Strong written and verbal communication skills
- 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.