



**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:** May 23, 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:

- 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 as defined by Title 1 of the Americans with Disabilities Act may be made to enable individuals with disabilities to perform essential duties

## COMPENSATION & BENEFITS

Salary Range: \$40,000-45,000 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](mailto:bthigpen@lubbockunitedway.org).