

UNITED WAY OF LEE, HENDRY, & GLADES COUNTIES
Job Description

Position Title: Director of Volunteer Center
Status: Exempt
Supervisor: Chief Development Officer
Classification: Full Time
Salary Range: \$55,000 - \$65,000 DOE
Location: Fort Myers, FL
Application Deadline: November 7, 2025 – 5 PM
Submit Cover Letter and Resume: resume@UnitedWayLee.org

United Way of Lee, Hendry, & Glades (UWLHG) is a volunteer driven organization dedicated to improving the quality of life for all people in our community. This is accomplished through fundraising, fund distribution (90+ partners), community building, volunteer advancement, and information and referral. UWLHG is a nonprofit social services organization, with eighty employees in four locations with the main campus being located at 7273 Concourse Drive, Fort Myers, FL.

Summary: Responsible for program development and daily operation of the Volunteer Center, including supervision of the Volunteer Center Manager. Ensures the creation and promotion of a high-quality volunteer experience for corporate partners and community members. Establishes and expands positive relationships with members of the community to build a talent pool of volunteers. Tracks program metrics using the Galaxy portal, and Excel spreadsheets. Analyzes program data, identifies trends, and strengthens outcomes. Must be able to accommodate evening and weekend scheduling for volunteer events.

Essential Functions

- Cultivates Nonprofit Partnerships: Proactively engages with local nonprofit organizations to identify, develop, and promote volunteer opportunities.
- Strives to increase the number of year-round volunteer opportunities in Galaxy by 25% through strategic relationship-building and collaboration.
- Volunteer Recruitment and Engagement: Builds and maintains a core group of volunteers to facilitate events such as Days of Caring, High School Blood Drives, and community tabling events.
- Works with Campaign team to identify, engage, and collaborate with new corporate groups for Days of Caring.
- Volunteer Tracking and Reporting: Develops and implements a comprehensive plan to accurately capture and record all internal United Way volunteer hours. This includes hours contributed by Board Members, participation in Fund Distribution and Campaign activities, and other internal United Way-related volunteer efforts.
- Promotes principles and values of volunteering, volunteer orientations and tracking of hours.
- Cultivates relationships and manages regular communication with local agencies, schools, and nonprofits to maintain project inventory for individual and corporate volunteers, while maintaining current contact lists.

- Maintains accurate data and prepares reports detailing relevant volunteer metrics, including engagement and impact reports.
- Collaborates with Marketing Department and staff to promote volunteer opportunities, events, and projects on social media
- Organizes annual Volunteer Appreciation Breakfast.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Supervisory Responsibilities: Volunteer Center Manager

Qualifications: The following requirements are representative of the knowledge, skill, and/or ability required to satisfactorily perform the essential job duties.

Education and/or Experience: Minimum of bachelor's degree and 4 years' experience in nonprofit management, program development, and volunteer coordination.

Knowledge: Existing knowledge of local provider network of nonprofit agencies, customer relationship management, project management, and experience in program design and expansion.

Engagement Skills: Strong communication skills, relationship building, active listening, problem solving, critical thinking, and sound judgment required. Business writing, analysis, and supervisory skills necessary. Strong administrative and operational skills essential.

Language Skills: Excellent verbal, written and presentation skills are necessary. Ability to write reports and business correspondence, and communicate effectively with community partners, employees, managers, and senior level executives.

Computer Skills: Requires advanced knowledge of SharePoint, Excel, Word, Outlook, Canva, social media, and virtual meeting platforms.

Presentations Skills: Excellent public speaking and presentation skills required.

Licenses: Valid Florida Driver's License with a driving record that meets our insurance guidelines.

Other Skills: Must be highly organized, have the ability to work in a fast-paced environment, and collaborate with internal and external customers.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

United Way of Lee, Hendry, and Glades

7273 Concourse Drive | Fort Myers, FL 33908 | 239.433.2000

www.UnitedWayLee.org



While performing the duties of this job, the employee is regularly required to sit, talk and/or hear. The employee is frequently required to use finger and hand motion and occasionally to stand, walk, and reach with hands and arms. The employee must frequently lift and/or move up to 30 pounds and occasionally lift and/or move up to 40 pounds. There may be additional physical requirements associated with volunteer events. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Requires talking, hearing, and visual acuity sufficient to perform these major functions. Approximately 50% of the work of this position is spent at project sites, in offsite meetings, or traveling to various locations.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment, off site venues, and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

This is a full-time position. Days and hours of work are primarily Monday through Friday, 8:00 a.m. to 5:00 p.m. and includes some evening and weekends hours. Flexibility is essential.

United Way is an equal employment opportunity employer and does not discriminate against any person because of race, color, creed, religion, sex, national origin, disability, age, genetic information or any other characteristic protected by law. This nondiscrimination policy extends to all terms, conditions, and privileges of employment as well as the use of all company facilities, participation in all company-sponsored activities, and all employment actions. United Way will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.

Terms of employment are subject to satisfactory negative drug testing as part of our drug-free workplace program. Background testing will be conducted because of the nature of the position. Applicants may be asked to take an online skills assessment.

Additional information:

UWLHG is an exceptional workplace that can provide you with:

- Opportunity to work with smart, passionate, and enthusiastic team members and volunteers
- Working with diverse staff and other constituents
- Culture of high-performance expectations and accountability
- Exciting and challenging work
- Opportunity to help solve the community's toughest problems
- Competitive pay that is commensurate with demonstrated successful performance and experience
- Paid Health and Dental Insurance for employee, 401K, and monthly accrued PTO