



Tempe Community Action Agency

Volunteer and Event Manager Job Description

Purpose:

The Volunteer and Event Manager plays a key role in identifying, cultivating, securing, and stewarding relationships with volunteers. This role will manage and grow TCAA's volunteer program in collaboration with organization leadership and program managers. Working collaboratively with the Director of Mission Advancement and the Development team, the Volunteer and Event Manager supports the achievement of organizational fundraising goals through the planning, execution and evaluation of fundraising, organizational and program events.

Key Responsibilities:

Volunteers

- Implement volunteer recruitment and retention strategies to meet the needs of the organization.
- Develop customized orientation and training for new and ongoing volunteers.
- Maintain strong, mission-aligned relationships with volunteers through consistent communication, reporting, and recognition.
- Work closely with development, program, and leadership teams to align volunteer opportunities with organizational goals.
- Coordinate with the Corporate Partnership Manager and program managers to provide volunteer opportunities and activities for partners.
- Host corporate and community volunteer groups as needed.
- Track volunteer paperwork and hours to ensure accurate data collection for impact reporting, funder requirements/audits and volunteer recognition.

Fundraising Events

- Plan and coordinate all event logistics and timelines.
- Work collaboratively with the development team on all promotion and communication related to the event.
- Secure auction items and other event in-kind donations.
- Collaborate with the Communications Manager and the Corporate Partnership Manager to deliver sponsor benefits, visibility, and engagement before, during, and after events.
- Assist with the development and tracking of event budgets.
- Track and evaluate event metrics to assess ROI and inform future efforts.

Community and Program Events

- Assist with logistics of community events such as food, hygiene and other need drives.
- Identify and coordinate tabling opportunities for TCAA.

Other Responsibilities

- Assist as needed with representing TCAA at community events.



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- Contribute to the overall success of the organization by working with staff and others to achieve the mission.
- Develop and maintain sensitivity to employee and constituent diversity and demonstrate cultural competence in the workplace and in the services provided by the agency.
- Demonstrate respectful treatment of other employees, program participants, and all stakeholders.
- Build community support for the organization by helping to recruit volunteers and donors.
- Performs other duties as assigned.

Qualifications:

- Associate or bachelor's degree in a related field
- 2-3 years of experience in event planning, marketing, fundraising and customer service, or similar profession with private and/or non-profit organizations
- Excellent oral, written and interpersonal communication skills
- Ability to organize and prioritize work
- Ability to work independently with little supervision
- Demonstrated team player with strong collaboration abilities
- Highly proficient with Microsoft Excel, Word, and PowerPoint
- Experience with social media platforms and strategy

Knowledge, Skills, and Abilities

- Demonstrated success in effective donor cultivation and fundraising strategies
- Experience and proven ability to cultivate relationships and work effectively with coworkers, board members, donors, volunteers, and constituents from a variety of backgrounds
- Understanding of and commitment to professional fundraising ethical standards
- Excellent communication and presentation skills
- Excellent interpersonal skills
- Strong problem-solving skills
- Ability to work and thrive in a team environment; accept counsel from and strategize cooperatively with colleagues
- Flexibility and enthusiasm to refine and enhance current systems and operations
- Well organized and able to meet goals and deadlines
- CRM database experience
- Strong working knowledge of Microsoft Office applications

License/Certifications: Possess Arizona driver's license, insurance, and a vehicle to use in performance of job.

Additional Requirement: Level One Fingerprint clearance card or the ability to obtain one



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Status: Full-time/Exempt, 40 hrs/wk

Hours:

Monday through Friday, 8:00 AM – 5:00 PM, subject to periodic variation and changes. Occasional evenings and weekends required. Primarily in-person with the occasional ability to work hybrid after 90 days. In-office time is split between TCAA's administrative office and program sites.

Salary Range: \$58,000 - \$65,000

Benefits: At TCAA, we believe that our employees are our greatest asset. To show our commitment to their well-being and professional growth, we offer a comprehensive benefits package designed to support and enhance work-life balance. Our key benefits and perks for most positions include, but aren't limited to:

- 14 paid holidays annually
- Accrued vacation and sick time that increases with tenure
- Medical, dental and vision insurance including PPO and health savings account options, with employee medical premiums covered at 100% by TCAA
- Life insurance, disability benefits, accident coverage, and retirement
- Employee Assistance Program
- Simple IRA with company match up to 3%
- Annual increases
- Flexible work schedules and hybrid options for certain positions
- Paid time off to volunteer

TCAA is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion and an environment where every employee feels valued and empowered to bring their whole selves to work. The collective sum of the individual differences represents a significant part of our culture, reputation, and achievements. We believe that together, we can achieve greatness by embracing our differences and working collaboratively towards a common purpose.

We're eager to meet people that believe in our mission and can contribute to our team in a variety of ways - not just candidates who check all the boxes. We consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. We want people to feel comfortable expressing their true selves and to come, stay, and do their best work here.

TCAA is an Equal Opportunity Employer

To apply, send a current resume to humanresources@tempeaction.org