

**ROLE DESCRIPTION**

<b>Position Title:</b> VITA Program Manager	
<b>Reports to:</b> Director of Community Impact	
<b>Salary:</b> \$18.00 - \$20.00 per hour	<b>Division:</b> Community Impact
<b>Location:</b> Pikes Peak United Way – Main Office	<b>Supervises:</b> VITA Site Volunteers
<b>Classification:</b> Part Time, 10 – 12 hours per week depending on site hours of operation during the beginning of VITA season. Typically, hours increase as tax season ramps up.	
Bring your passion for helping your community and making a difference in the lives of so many. You will receive free training from IRS & PPUW Staff and learn how to provide free tax help for low-to-moderate income families who need assistance preparing their tax returns.	

**PIKES PEAK UNITED WAY MISSION STATEMENT:** To enhance youth success and family stability in the Pikes Peak Region by leading and lifting the most vulnerable in our community with mentorship, life resources and real job opportunities. Our signature programs and partner agencies intently focus on connecting youth and their families to resources at the beginning of their life journey to ensure access to fundamental needs of food, shelter, and learning resources for all. #strongertogether

**ESSENTIAL FUNCTIONS**

- Responsible for the day-to-day VITA program activity.
- Work with Director of Community Impact and/or Volunteer Coordinator to recruit volunteers.
- Manage the training of all site volunteers.
- Ensure that each site schedule is up to date, adequately staffed with fully trained volunteers, has the technology and supplies needed and able to handle all upcoming appointments.
- Work with each VITA site coordinator to ensure all issues from the sites are communicated immediately.
- Work with the VITA site host to be sure they are communicated with and that the VITA program is following all of their procedures.
- Submit a monthly report to the Community Impact Department, including statistics on site numbers, any issues and any good success stories.
- Responsible for alerting Senior Vice President of Community Impact if any issues, complaints or problems arise.

**JOB QUALIFICATIONS:**

- Effective public speaking skills.
- Strong work ethic with emphasis on integrity and accountability.
- Excellent interpersonal, leadership, organizational and communication skills.
- Reliability to complete required tasks in a prompt, effective and efficient manner.
- Strong computer and analytical skills; previous donor database experience helpful.
- Professional demeanor and appearance.
- Previous fundraising or sales experience a plus.

**CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:**

- **Mission Focused** – Communicates effectively “the story” of the organization’s work to engage and energize donors, volunteers, advocates, and all other constituents in the community.
- **Relationship Oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven** – dedicated to shared and measurable goals for the common good, creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward** – understands his/her role in growing and protecting the reputation and results of the greater network.

**ENVIROMENTAL FACTORS:**

Business office environment: professional dress/attire expected. Physical demands of the position include the ability to talk and hear, prolonged sitting and/or standing, occasional lifting up to 50 pounds and regular use of computer and telephone. The position involves frequent and routine public contact and travel to outside meetings and events. Reliable transportation, valid driver's license and verifiable automobile insurance are required. Occasional evening and weekend hours are expected.

This posting is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.

Pikes Peak United Way is dedicated to the principles of equal employment opportunity. It is the policy of Pikes Peak United Way to staff positions with the best-qualified people regardless of age, race, sex, color, religion, national origin, disability, genetic information, or any other applicable status protected by federal, state or local law.

Please submit cover letter and resumes to [miriam@ppunitedway.org](mailto:miriam@ppunitedway.org).