



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

<b>Job Title:</b> Volunteer Engagement Intern	<b>Reporting To:</b> Designated Volunteer Engagement Supervisor
<b>Department:</b> Community Relations	<b>Position:</b> 6-Month Term Internship (Unpaid)

**Purpose of Position**

The Volunteer Engagement Intern position provides a college student the opportunity to assist in community action volunteer projects, while gaining hands-on experience in planning and coordinating events with the Orange County United Way Volunteer Engagement team. This is a **6-month, service-based intern position eligible for volunteer hour credit.**

[Testimonial from former intern.](#)

**Key Duties and Responsibilities**

- Support the preparation and execution of volunteer events with corporate and community partners, including holiday programs and other signature events.
- Assist in capturing volunteer event moments, photos, and stories, and help prepare content for the marketing team to use in social media posts.
- Provide administrative support such as updating contact lists, scheduling meetings, maintaining event supply inventories, and preparing sign-in sheets and name tags.
- Enter and update information in the Volunteer Engagement Event Tracker to ensure accurate and timely records of volunteer hours, participation, and event details.
- Assist the Volunteer Engagement team with Volunteer Squad (VS) support, including tracking attendance of VS members and brainstorming engagement ideas to strengthen the program.
- Help with organizing essential event information (attendance, supply counts, feedback forms, etc.).
- Interns will complete their experience by presenting a simple “Future Consideration” idea to the OCUW Volunteer Engagement team—offering a recommendation to improve volunteer engagement efforts.

**Internship Requirements /Technical Knowledge**

- Currently enrolled in a college or university undergraduate or graduate program.
- Up to three days per week—Monday, Tuesday, Wednesday, or Thursday—with occasional Saturdays based on event needs.
- Comfortable navigating a wide range of digital tools, including Office 365, Google Workspace and Zoom.
- A passion for community service, event planning, or hospitality is preferred.
- Standard dress code is business casual in the office, with a volunteer shirt and more casual attire during volunteer-related events.
- Professional office setting



### **Core Competencies**

**Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

**Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.

**Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

**Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.

**Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

### **Company Standards**

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

### **Physical Demands**

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

While performing the duties of this internship, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to attend in-person meetings, access supplies and office machinery. Regularly operates a laptop / computer and other office equipment, such as a copy machine / printer. Occasionally ascends/descends stairs. The person in this position frequently communicates with coworkers and outside volunteers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.



**Driving Requirements**

Reliable transportation and a clean driving record are necessary to facilitate travel throughout Orange County for community meetings and volunteer engagements.

**Confidentiality Clause:**

Interns will be required to sign an Orange County United Way confidentiality clause before being able to participate in any Volunteer Engagement related interaction.

**Send Resumes To:**

[recruiting@unitedwayoc.org](mailto:recruiting@unitedwayoc.org)

Orange County United Way

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[www.unitedwayoc.org](http://www.unitedwayoc.org)