

Job Description



United Way
of Greater Nashville

Job title: Senior Manager, Volunteer Data Systems

Department: Hands On

Reports to: Senior Director, Community Partnerships

Supervises: N/A

FLSA Status: Exempt

Position type: Full-time, M-F, hybrid schedule (3 days in office/2 remote)

Date: 4/13/2026

Salary Range: \$68,000 - \$71,000 per year based on experience and knowledge.

To Apply: <https://www.unitedwaygreaternashville.org/>

Position Summary:

Senior Manager, Volunteer Data Systems, contributes to the efforts of United Way of Greater Nashville (UWGN) by being responsible for the day-to-day configuration, maintenance, and improvement of the Salesforce database and HandsOn Connect CMS. The manager provides external customer service and technological support to community partners who use HandsOn Connect to recruit and manage volunteers. The manager also provides support by evaluating internal processes that improve efficiency for both staff and the overall volunteer user experience. Data collection and analysis for staff are also provided to aid informed decision-making, and measure goals and strategies.

Primary Duties & Responsibilities:

Essential Functions

- Oversees Hands On's database and CMS, including user maintenance, data validation, generation of reports and dashboards, creation of new fields and objects, and documentation of customizations made.
- Works with leadership to identify, define, and implement standards of use, proactively seeks solutions to build capacity across the department and between departments, and maintains clean data.
- Work with various departments to use data, technology, and process management to improve functioning
- Works with leadership to optimize the volunteer user experience across various platforms.
- Trains users and grows database use across UWGN, including robust process documentation.
- Process documentation and standard operating procedures management.
- Grant reporting data support
- Works with leadership to integrate Salesforce with other platforms and tools.
- Provides data collection and analysis for Hands On to aid informed decision-making, and measure goals and strategies.
- Website management (content and functionality), both main HON.org site and county expansion sites.
- Primary point of contact with external Salesforce and HandsOn Connect (HOC) teams; including managing data increases in times of disaster.

- In times of disaster, manages volunteer data from multiple sources, supports cross-system data flow, and conducts data entry in fast-paced environment.
- Other duties as assigned.

Hands On Team Functions (Marginal)

- Provide volunteer leadership and support for disaster response activities, corporate projects and special events, as needed
- Understand and prepare for your unique team role in times of disaster, support community preparedness efforts, and participate in disaster response activities
- Collaborate on the creation of promotional and storytelling content
- Participate in staff team-building and professional development activities

Education:

Preferred: Bachelor's degree or equivalent experience

Qualifications:

- High degree of proficiency in using cloud-based database systems, familiarity with Salesforce or other CRMs required.
- Motivated learner with relentless curiosity, excited to deep-dive and understand the inner workings of Hands On's technology platforms.
- Intermediate excel skills for data analysis (pivot tables, lookup formulas, etc).
- Meticulous attention to detail with the ability to effectively prioritize tasks and projects with competing deadlines.
- Superior capacity to troubleshoot and problem solve.
- Excellent interpersonal, verbal, and written communication skills, with the ability to build relationships and provide exceptional customer service.
- Interest or experience in project and/or program management.
- A valid driver's license and proof of insurance

Physical Demands:

Visual acuity, manual dexterity, hearing, driving, standing, walking, sitting, stooping, bending, lifting, and carrying 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform their essential duties.

Working Conditions:

- Minimum of 37.5 hours per week. Based on project and event schedules, position often requires work beyond traditional hours
- Flexible schedule required during disaster response, special projects and events
- Work involves frequent interaction with other members of the United Way staff, volunteers, representatives of non-profit agencies and the general public
- Occasional use of personal vehicle (mileage will be reimbursed)
- The employee is required to stand, walk, climb, and balance.
- Manual dexterity sufficient to reach/handle items and work with the fingers and perform repetitive hand/wrist motions.

- Well-lighted, heated, and/or air-conditioned indoor office setting with adequate ventilation.

Disclaimer:

This position description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor or volunteer leadership as required. This position description does not constitute a written or implied contract of employment. United Way of the Greater Nashville reserves the right to revise or change the description and specifications as the need arises.

United Way of Greater Nashville is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Manager Signature _____

Date: _____

I, _____, acknowledge review of this job description.

Employee/Applicant signature: _____

Date: _____.

Manager