



Federal Work-Study Community Service
United Way of West Tennessee

Name of Position: Community Service – Resource Apprentice

Number of positions available for this posting: 2

Pay Grade and Classification: Grade III - \$15.00/hour

Hours per week: 15

Terms of Employment: Fall, Spring, Summer

Name and Address of Employer:

United Way of West Tennessee
470 N. Parkway
Jackson, TN 38305

Supervisor:

Matt Marshall
731-422-2567
mmarshall@unitedway.tn.org

Location of Job Placement:

United Way of West Tennessee
470 N. Parkway Suite B
Jackson, TN 38305

Purpose and Role of the Position: United Way of West Tennessee's mission is to mobilize communities to action so that all can thrive. The Community Service – Resource Apprentice will support the Office Manager and Community Impact team by assisting with office operations, data entry, and the research of community organizations for inclusion in the United Way of West Tennessee's resource database. This role offers hands-on experience in community engagement, nonprofit operations, and data management.

Duties and Responsibilities:

- Enter and update resource and agency information in the 211 resource database.
- Conduct online and phone-based research to identify local community organizations, services, and programs.

- Verify contact details and service information for partner agencies.
- Support organization of resource materials and files (digital and physical).
- Assist with reports or data summaries related to community resources as needed.
- Participate in occasional outreach efforts or community events representing United Way of West Tennessee.
- Maintain confidentiality and accuracy in handling sensitive information.
- Assist the Office Manager with day-to-day office and administrative tasks.
- Perform other tasks as assigned.

Qualifications:

- Extensive computer skills, including proficiency with Microsoft Office software, searching on-line databases and the Internet.
- Detail-oriented and organized with strong written and verbal communication skills.
- A commitment to professional ethics and ability to handle sensitive and confidential information.
- Demonstrated ability to work individually and in a team environment, and meet goals in a timely manner.
- Interest in community service, social impact, or nonprofit work.

What You'll Gain:

- Hands-on experience in a nonprofit environment.
- Insight into community resource networks and social service systems.
- Skill-building in research, data entry, and communication.
- The satisfaction of knowing your work helps connect people with the support they need.