



Fostering an Equitable, Engaged,
Empowered Community

Career Opportunity Administrative Specialist

Posting Date: August 20, 2021

Application Deadline: September 3, 2021

- To apply, please send a cover letter and resume to careers@unitedwaydm.org
- For more organizational information, please visit www.unitedwaydm.org

United Way of Central Iowa is seeking a fulltime Administrative Specialist to support and advance United Way's mission of improving lives by providing administrative support for the Donor Engagement team. This role works across the department and focuses primarily on database support and maintenance as well as coordination of large mailings, while providing general administrative support. The position's supporting work helps to advance the organizational goals for a thriving community in the areas of Early Childhood Success, Education Success, Economic Opportunity, Essential Needs, and Health and Well-Being.

Some flexibility in hours will be required to staff meetings and events as assigned, including before and after hours. Regular office hours are 8:00 a.m. to 5:00 p.m. Monday-Friday. Upon completion of an orientation period, the Administrative Specialist may work remotely up to two days per week. Diverse candidates are encouraged to apply!

Why choose United Way of Central Iowa?

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization's mission and community impact work and strive to create a positive, inclusive, and welcoming work environment. Our Core Values of Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence is the foundation for how we do our work and to reach our aspiration to "Engage Community to Empower All." In addition to a competitive salary and robust benefits package including health insurance, a dental and vision plan, 401(k) with match and paid life insurance, we offer the following:

- Generous paid vacation plan, holidays, a personal holiday, and sick time
- Paid volunteer time off

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- Convenient central Des Moines location with free parking
- On-site fitness center
- Tuition assistance
- Commitment to employee professional development
- A commitment to fostering diversity, equity, and inclusion practices
- Fun monthly opportunities for employees to build camaraderie
- Wellness initiatives

Essential Accountabilities Include (but not limited to):

- Works closely with the Donor Engagement Operations Manager to provide donor database support for the department including accurately maintaining and updating donor information, creating reports, completing research, and data mining.
- Manages departmental mailings and bulk mailings via the US Postal Service, including campaign thank you letters, and others as assigned.
- Provides prompt and responsive customer service for both external and internal requests.
- Coordinates Agency Storytellers for campaign events, including communicating with external contacts via email and telephone, carefully tracking incoming requests from staff, scheduling Storytellers, and collecting Storyteller feedback.
- Supports and/or coordinates special projects that support donor, volunteer, and campaign activities at the request of the Donor Engagement team.
- Follows written procedures, updates documentation as necessary, and assists in creating new documentation for procedures as needed.
- Works as a team member with the department's Administrative Specialist as well as other UWCI staff to accomplish additional projects as requested. Includes providing front desk support to cover breaks for the Receptionist.
- Performs other duties as assigned by management.

Competencies:

- **Accuracy:** Ability to produce error-free work and consistently meet quality objectives.
- **Attention to detail:** Ability to pay meticulous attention to all aspects of a situation or task.
- **Organization:** Ability to be structured and methodical in working skills.
- **Time management:** Ability to effectively use available time for the completion of necessary job tasks.
- **Self-directed –** Ability to complete assigned tasks with little or no oversight.
- **Adaptability:** Ability to adapt to changing workplace conditions.
- **Initiative:** Ability to act and take steps to solve or settle an issue.

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- **Communication skills – Oral:** Ability to send tactful and appropriate verbal messages and listen to others' response to convey information.
- **Communication – Written:** Ability to write concise, clear letters, reports, articles, or emails including proofing and editing work.
- **Customer Oriented:** Ability to serve clients (both external and internal) by focusing effort on meeting their needs, concerns, and seeking to build trust.
- **Relationship Building:** Ability to establish and maintain a good rapport and relationships with customers and coworkers.

Education:

- Some college, AA Degree preferred

Experience:

- **Minimum three+ years' experience providing support in an office and team environment**
- **Strong experience with computers and Microsoft Office applications, particularly Excel and mail merges**
- **Familiar with database maintenance**
- **Customer-oriented support roles (internal or external)**

United Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, religion, skin color, gender, national origin, ethnicity, sexual orientation, gender identity, physical or mental abilities, genetic information, pregnancy, disability, age, family or marital status, veteran status or other characteristic protected by applicable. United Way of Central Iowa will consider qualified candidates with criminal histories in a manner consistent with the role requirements and any applicable local, state, and Federal law.

If you are a job seeker with a disability, or are assisting someone with a disability, and require accessibility assistance or an accommodation to apply for one of our jobs, please call 515-246-6516.