

United Way of Greater Portland Job Posting Community Impact Assistant

Be a part of the change!

Join a team of committed, results-oriented, and successful professionals who work to support and advance United Way of Greater Portland's (UWGP's) mission *to improve people's lives by mobilizing the caring power of our community.*

General Summary

This position provides administrative support to members of the Community Impact (CI) team. In addition to dedication to United Way's mission, this position requires a commitment to building relationships with key stakeholders to deepen their engagement with United Way of Greater Portland. The CI Assistant's responsibilities include providing general administrative support to the Community Impact team, such as performing data entry, taking notes, scheduling meetings, providing customer service, and handling other tasks, to ensure efficient team functioning and maximum support for constituent relationships of all team members. A successful CI Assistant will demonstrate a strong team orientation and a commitment to execution and continuous improvement.

Essential Functions

- Provide daily administrative support to CI staff, including UWGP initiatives.
- Provide administrative support to the Senior Vice President, Community Impact, including managing appointments and calendar and preparing expense reports.
- Create and maintain accurate and up-to-date records in Andar, the organizational database.
- Perform general administrative tasks including such activities as generating, editing and posting documents, coordinating large mailings, preparing personalized packets for Community Impact and Thrive2027 related engagement opportunities, and identifying opportunities for increased efficiency.
- Manage logistical needs for regular CI internal and external meetings and special projects: schedule meetings, attend meetings and take minutes, support any pre-work that might need to be done and prepare materials including follow up documents.
- Communicate responsively and proactively with the community via email and phone regarding CI work.
- Volunteer and actively participate in projects and cross-functional teams or workgroups that support the work of the entire organization. Provide back-up support to other departments as required, including scheduled coverage of the reception area.
- Provide superior service to exceed the expectations of both internal and external customers

- Other related duties may be assigned as necessary.

Required Education and Experience

- Commitment to the mission of United Way of Greater Portland
- Commitment to excellence
- 3-5 years challenging experience in an administrative role
- Bachelor's Degree preferred. Five or more years of relevant experience in lieu of degree considered.
- Proficiency in a Microsoft Office environment – Word, Excel, Access, PowerPoint, Outlook and experience working with databases required; experience working with a CRM system preferred
- Excellent written and oral communication skills important
- Ability to initiate tasks and be creative in problem-solving
- Ability to manage telephone and in-person communication with strong customer skills including tact and diplomacy
- Proven ability to manage and prioritize multiple tasks to meet deadlines
- Strong attention to detail
- Self-confident, professional manner, with sound judgment and discretion in managing confidential information essential
- Exceptional customer service skills
- Proven follow-up skills to ensure successful and timely completion of projects
- Ability to work independently and as a part of a team
- Willingness to accommodate requests for support outside of regular business hours on occasion, with appropriate notice
- Ability to interact with and work well with a wide variety of people, including volunteers, donors, business and community partners, and community stakeholders
- Good decision making skills and learning skills

Supervisory Responsibility

None

Position Type/Expected Hours of Work

This is a full-time non-exempt (hourly) position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional work outside of these hours may be required.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected

Why choose United Way of Greater Portland?

Advancing the common good is about helping one person at a time, and about creating community change that benefits every member of the community. We are all connected and

interdependent; we all win when a child succeeds in school, when families are financially stable, and when people are healthy.

We have a staff of 34 dedicated employees to help us achieve our goals and fulfill our mission: *To improve people's lives by mobilizing the caring power of our community.* To support the great work of our employees, we offer a competitive salary and a robust benefits package including health and dental insurance, a 403 (b) plan, life insurance, generous vacation and holiday pay and paid sick time off.

Additionally, United Way of Greater Portland offers:

- Convenient downtown location with free parking
- Tuition assistance and opportunities for professional development
- Health Club membership at a deeply discounted monthly rate
- Wellness resources and Employee Assistance Program access
- Personal and floating holidays
- Paid volunteer time off
- An excellent team of top-notch professionals that share your passion for strengthening our community

United Way of Greater Portland is committed to seeking and sustaining a culturally and ethnically diverse environment and to the principles that promote inclusive practices. We are dedicated to building a diverse staff with expertise and interest in serving our communities, and encourage persons of all types of diversity to apply.

United Way of Greater Portland has identified a set of Core Values that are our essential tenets. These define and describe who United Way of Greater Portland will endeavor to be in all situations, both internal and external.

At United Way of Greater Portland we are:

- Community Centered
- Results Focused
- Intentionally Collaborative
- Committed to Excellence
- Leading with Integrity

Applications accepted until December 5, 2018. Please submit a cover letter and resume to Lisa Toner, Interim Director, Human Resources at hr@unitedwaygp.org