

# United Way of Douglas & Pope Counties

## JOB DESCRIPTION

**Job Title:**

Administrative Support Assistant

**Department/Location:**

United Way Main Office

**Accountability:** Executive Director

**Date:** July, 2023

**Status:** Part-Time

**JOB SUMMARY:** The Administrative Support Assistant will perform a number of administrative duties in order to support the needs of United Way of Douglas & Pope Counties. Responsibilities include providing customer service in person and over the phone, completing registrations, inputting data and providing support to United Way in all aspects of the business. This position will assist in writing or typing correspondence/meeting minutes, coordinating calendar activities, preparing materials for programs, events and campaign, ordering supplies, and other similar tasks. Other duties include providing referrals to resources in the community for individuals and families seeking assistance. Confidentiality of data must be maintained at all times.

**MAJOR AREAS OF ACCOUNTABILITY:**

Administrative Support:

- A. Perform a variety of clerical functions in a responsive manner.
- B. Demonstrate ability the use relevant office equipment.
- C. Provide customer service to walk in and telephone traffic.
- D. Screen incoming calls and other communication accurately.
- E. Make outgoing calls as needed to support programs events and other United Way initiatives.
- F. Schedule, attend and prepare paperwork for meetings.
- G. Maintain accurate and up to date calendar activities (including programs, events, etc.)
- H. Determine supplies, materials and equipment for office related functions.
- I. Maintain compliance with United Way procedures, policies and guidelines.
- J. Collect and generate all necessary reports required by the Executive Director or the United Way Board.
- K. Work collaboratively with staff, agencies and individuals to assure positive relationships.
- L. Efficient completion of daily office activities in support of United Way projects or initiatives.

Written and Verbal Communications:

- A. Strong customer service and professionalism. Ability to communicate with diverse individuals.
- B. Writing and typing correspondence, meeting minutes, thank you cards and other similar tasks.
- C. Understand and promote United Way's Mission, Vision and Values in the community. Speak publicly in a positive and engaging manner on behalf of the UW campaign, programs and events, as well as all other aspects of UWDP.

Other Duties as Assigned:

- A. Order food and set up for business meetings. Coordinate other related arrangements as needed.
- B. Ensure that the office and meeting spaces are clean organized and inviting for guests.
- C. Provide support to other employees and teams as directed by the Executive Director.
- D. Assist with event coordination, planning and execution as directed by the Executive Director.
- E. Provide assistance with community and United Way events as directed by the Executive Director.
- F. Attend events, meetings, in-services and workshops that are relevant or assigned by the Executive Director.
- G. Ability to meet the work schedule requirements with flexibility dependent on current organizational needs.

Perform all related work as assigned.

## **CRITICAL SKILLS/EXPERTISE:**

### **Physical Involvement:**

- Position involves occasional fingering keys for word processing
- Position involves occasional lifting up to 50 pounds.
- Position involves frequent lifting of 10-25 pounds.
- Position requires regular periods of sitting at a computer.
- Position involves listening, speaking clearly and visual acuity.

### **Mental Involvement:**

- Position requires multi-tasking while dealing with constant interruptions.
- Position requires working collaboratively with staff to meet the goals of the United Way of Douglas & Pope Counties.
- Position requires exercising confidentiality in handling client information.
- Position requires foreseeing and planning for upcoming scheduled events and deadlines in a timely manner.
- Position requires working with individuals who have varying levels of abilities and skills.

### **Working Conditions:**

- Normal office conditions.
- Travel to events, community locations and/or offsite meetings.
- Site work in locations determined based on United Way initiatives.

### **Supervision of Other Employees:**

- N/A

## **MINIMUM QUALIFICATIONS:**

### **Education:**

- High School diploma or equivalent required.
- Associates or Bachelor's degree or equivalent experience preferred.

### **Experience:**

- Previous experience in human services.
- Previous experience in administrative support.

### **Special Knowledge or Skills:**

- Ability to make decisions and act within United Way policies, procedures and guidelines.
- Ability to work independently.
- Ability to complete paperwork, budgeting and other office tasks in a timely manner.
- Proficiency in technology.
- Excellent customer service relations skills.

### **Equipment, Machines, Tools, Electronic Devices, Software:**

- Operate computer, printer, photocopy machine.
- Proficient in various software applications.
- Proficient in phone system

## **JOB OUTCOMES:**

- Projects a positive, cooperative and respectful attitude with community members, staff and all individuals associated with United Way campaign, events, programs, or any other aspect of the United Way.
- Maintains a positive, professional and safe environment at all times.
- Promotes United Way through community networking and recruiting efforts.
- Successfully provides support to meet the expectations and goals of the United Way of Douglas & Pope Counties.

***This description describes the general nature and work expected of an individual assigned to this position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.***