



UNITED WAY OF EAST CENTRAL IOWA

Job Description Form

JOB TITLE/DEPT: Administrative Support Specialist	
REPORTS TO: CFO/Vice President, Finance & Administration	
Type of Position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Regular <input type="checkbox"/> Specially funded <input type="checkbox"/> Temporary	Hours: 40/week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
Supervisory Responsibility: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Number of Direct Reports: 0	Other Skills <ul style="list-style-type: none"> • Advanced computer skills in Microsoft Office (Word, Excel, Outlook, PowerPoint) and survey tools. • Able to type 60 wpm or higher and edit for spelling, punctuation, and grammar. • Strong oral and written communication skills. • Comfortable interacting with key stakeholders and individuals from all segments of the community. • Attention to detail.
CORE VALUES AND BEHAVIORS	
Values <ul style="list-style-type: none"> • Relationships: We work with people and demonstrate we genuinely value their interests, concerns, hopes, and dreams for themselves and the community. • Excellence: Our standards are high, and exceptional quality is our expectation. • Learning: We grow and improve by continuously sharing and building upon our knowledge. • Service: We put the needs of our community and its people first. • Leadership: We guide and inspire our community to unite around effective solutions to social issues. • Collaboration: We strive to partner with others and work together using the unique strengths of our community to build greater impact. • Innovation: We do not rely on the status quo and continuously look for improved ways to reach our community goals. • Integrity: We are accountable and will do what is right, openly and honestly. • Diversity & Inclusion: We see and nurture diversity and inclusion in order to be reflective of the community we serve. We create a culture that values all people, perspectives and strengths, which contributes to a vital, creative, and resilient community. 	Professional Core Competencies <ul style="list-style-type: none"> • Mission-Focused: Priority to create real social change that leads to better lives and healthier communities. This drives performance and professional motivation. • Relationship-Oriented: An understanding that people come before process and can cultivate and manage relationships toward a common goal. • Collaborator: Understands the roles and contributions of all sectors of the community and can mobilize resources through meaningful engagement. • Results-Driven: Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact. • Brand-Steward: An understanding of the role played and importance in protecting and growing the reputation and results of the greater network of United Ways.
PRIMARY PURPOSE	
Performs a range of skilled administrative activities as part of the administrative support team to assist departments' work, including projects and data work, with a focus on Community Building, Marketing, and Resource Development. Interacts with staff, volunteers, and agencies. Position requires considerable judgment, initiative, confidentiality, and knowledge of United Way, and functions with minimal supervision.	

ESSENTIAL JOB FUNCTIONS

<p>Organizational Support</p>	<ul style="list-style-type: none"> • Maintain knowledge of management priorities and flexibility to adapt to changes in priorities. Anticipate needs and conduct administrative functions to maintain a positive image and achieve objectives for UWECI. • Monitor compliance with deadlines and required updates related to department-specific work. • Use Andar database and other technology platforms for information, reporting, and follow up, and maintain accurate and current data in these platforms. • Support departments by managing incoming and outgoing mail and assisting with copying, faxing, filing, mailing, and other similar tasks. • Fulfill office needs by coordinating office supply inventory, maintaining general office equipment (postage machine, phones, copiers, etc.), overseeing general kitchen maintenance, and serving as a liaison between operations, Human Services Campus tenants, and appropriate vendors. • Assist with pledge processing and other campaign-related tasks. • Complete monthly reconciliation of endowment funds, update corresponding internal records, and initiate internal communication and processing as needed based on the updated information. • Maintain accuracy and confidentiality of records including but not limited to contact lists, membership rosters, database records, manuals and files, and other administrative documents. • Identify efficiencies and improvements to workflow processes.
<p>Communication, Meeting, and Project Coordination and Support</p>	<ul style="list-style-type: none"> • Compile and coordinate meeting materials and correspondence files. • Assist with communication with and engagement of donors, volunteers, and other stakeholders. • Ensure correspondence is accurate, professional, and timely. Proof and prepare final versions of reports, correspondence, and other written documents within appropriate timelines. • Compose, edit, and/or process correspondence, meeting notices, minutes, etc. for multiple UWECI committees. Attend meetings as requested. • Generate reports, data, presentations, and correspondence to support projects and meetings. • Coordinate and arrange meetings, preparing agendas and materials, reserving and preparing meeting rooms (as needed), ordering and setting up food and beverages (if appropriate), and assisting with overall meeting coordination and execution. • Support multiple projects actively, assisting with timelines and steps throughout the projects. • Provide backup support leading up to and at all events and activities.
<p>Other Job Duties</p>	<ul style="list-style-type: none"> • Serve as a first point of contact for and provide excellent customer service to callers and visitors, assisting or directing to the appropriate resource. • Manage security access card issuance, replacement, and modifications for UWECI staff. • Provide additional assistance to departments during seasonal peaks.

REQUIRED QUALIFICATIONS

<p>Education:</p> <p>High School Diploma/GED <input checked="" type="checkbox"/></p> <p>Associate Degree (2-year program) <input checked="" type="checkbox"/></p> <p>Bachelor's Degree <input type="checkbox"/></p> <p>Master's Degree <input type="checkbox"/></p> <p>Preferred field(s) of study: N/A</p>	<p>Required Preferred</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p>	<p>Work Experience:</p> <p><input type="checkbox"/> No previous experience</p> <p><input checked="" type="checkbox"/> 1–3 years</p> <p><input type="checkbox"/> 3–5 years</p> <p><input type="checkbox"/> 5–7 years</p> <p><input type="checkbox"/> 7+ years</p>
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JOB SKILLS & ATTRIBUTES

- **Analysis:** Approaches decision making and problem solving by systematically gathering information. Readily distinguishes between a problem's symptoms and its causes, focusing energy on the treatment of causes. Relates and compares information from various sources to deduce cause-effect relationships.
- **Innovation and Creativity:** Remains open to new ways of doing business. Critically examines rules to see if they have outgrown their usefulness. Flexible, adaptable, and open to change. Committed to continuous learning.
- **Effective Communication:** Prepares clear, complete, and concise reports. Able to work with volunteers and staff effectively. Must maintain confidential information. Excellent interpersonal and relationship-building skills.
- **Team Builder:** Works to promote cooperation throughout the organization and assists with creating a positive work environment.
- **Cultural Competency:** Able to understand, communicate, and effectively interact with people across cultures.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be frequently required to use finger and hand motion and occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move objects up to 20 lbs. Specific vision abilities required by this job include close vision and ability to adjust focus.

ACCOUNTABILITY & DECISION MAKING

Differentiate between urgent and non-urgent matters; collect relevant information, and consult with supervisor or other team members before making major decisions. Understand organizational priorities and implement projects accordingly.

Note: This job description indicates the normal type and level of work expected of the incumbent. Incumbent may be asked to perform other duties as apparent or assigned.