United Way Quad Cities (UWQC) is the largest nonprofit funder in the Quad Cities, responsible for private investment into programs to improve education, income and health and advance equity.

The Administrative Coordinator provides critical support to the Resource Development, Donor Networks and Administration teams working to build superior donor relationships, strengthen workplace partnerships and grow financial support to advance our mission.

The successful Administrative Coordinator will be highly organized, detail-oriented, and have the ability to prioritize, manage multiple projects and be flexible in a fast-paced environment while providing exceptional internal/external customer service to the team, donors and other stakeholders.

**ESSENTIAL JOB FUNCTIONS:**

- Delivers top-notch customer service and support to internal and external customers at all times.
- Provides administrative support to the Resource Development and Donor Networks teams, CEO and COO.
- Produces/prepares/maintains various meeting notices, database lists, rosters and file information, as needed.
- Utilizes database to pull and generate various reports, mailing lists, etc.
- Works with Resource Development team to coordinate appropriate campaign volunteer events/trainings to include, but is not limited to, event support and materials.
- Assists with maintaining general information for donors, corporate partners, unions, etc. and conducts routine database maintenance.
- Updates undelivered emails and opt-outs from newsletter and other mass emails as needed.
- Coordinates regular, bulk and electronic mailings including merging letters, envelopes and printing for solicitations and invites.
- Answers main office phone line.
- Monitors event attendance and tracks event/meeting attendance in the database.
- Maintains volunteer committee membership in database and produces email address books, rosters for various volunteer committees.
- Assists the Finance Department with various segregation of duties tasks i.e. bank deposits, etc.
- Other duties as assigned.

**COMPETENCIES:**

**Competencies for all UWQC Staff:**

- Mission-Focused
- Relationship Oriented
- Collaborator
- Results-Driven
- Brand Steward
Functional Competencies:

- **Relationship Building** – Ability to establish and maintain a good rapport and cooperative relationship with customers and co-workers of diverse backgrounds and experiences.
- **Customer Oriented** – Desire to serve clients by focusing on meeting their needs, understanding their concerns and seeking to build trust.
- **Project Management** – Ability to plan, organize and execute a variety of work tasks to meet a specific goal using effective time management skills.
- **Verbal Communication** – Ability to send verbal messages and listens to others responses in order to convey information.
- **Written Communication** – Ability to write concise, clear letters, reports, articles, or emails including proofing and editing.
- **Problem Solving** – Ability to recognize courses of action that can be taken to handle problems and apply contingency plans to solve those problems.
- **Analytical Skills** – Ability to interpret data into meaningful conclusions to use for strategies.

**EDUCATION/EXPERIENCE**

**Education Requirement:** A minimum of high school diploma or equivalent with 2 year’s administrative support and data entry experience.

**Other Experience:**

- Previous experience working with a CRM database is preferred.
- Excellent customer service skills.
- Must possess excellent verbal and written communication skills, as well as excellent personal skills necessary to work with a broad range of stakeholders.
- Strong Microsoft Office skills – specifically in Word, Excel, Power Point and Outlook.
- Exhibits a high level of confidentiality when dealing with donor information.
- Ability to lift up to 25 lbs.
- Willing to work a flexible schedule with the ability to work overtime as needed.
- Must have own vehicle and a valid state driver’s license/insurance.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. I have read this job description and understand it and have received a copy.

_____________________________________________        ____________________________________________
Employee’s Signature            Supervisor’s Signature

_____________________________________________                 ____________________________________________
Date                            Date