



TITLE:	Administrative Associate	STATUS:	Full-Time
REPORTS TO:	Chief Operating Officer	FLSA CLASSIFICATION:	Exempt - Administrative
SUPERVISES:	N/A	DATE:	June 30, 2025

POSITION SUMMARY:

United Way is social change organization that brings the community together to create access and opportunity for everyone in the Quad Cities to succeed. We unite leading corporations, foundation, individuals, nonprofits, school districts, and more to achieve measurable outcomes and create truly transformational change across the Quad Cities.

The Administrative Associate plays a critical role in the effectiveness of the CEO, COO, and senior leadership team. This high-trust, high-impact role supports executive operations, donor stewardship, and daily administration to ensure the organization runs smoothly and that relationships—with donors, partners, and internal teams—are nurtured with care.

The ideal candidate is resourceful, proactive, and highly organized, with excellent communication skills and a passion for making things work behind the scenes.

ESSENTIAL JOB FUNCTIONS

Executive & Leadership Support:

- Serve as the primary administrative partner to the CEO and COO—managing complex calendars, scheduling meetings, and ensuring timely follow-up
- Prepare executive correspondence, presentations, and confidential documents with accuracy and discretion
- Coordinate logistics for board and leadership meetings, including scheduling, materials preparation, minute-taking, and action-item tracking
- Act as a liaison between executive leadership and internal/external stakeholders to ensure timely and professional communication

Tocqueville Donor Stewardship & Pledge Management:

- Serve as the internal point person for Tocqueville Society and Emerging Leaders Legacy Society pledge management—coordinating with Resource Development and Finance to track multi-year commitments, payments, and acknowledgments
- Maintain accurate donor records and ensure timely, personalized communication—pledge confirmations, reminders, thank-you messages, and impact updates
- Collaborate with the CEO and CSO to deliver exceptional donor experiences, supporting strategic follow-up, curated outreach, and preparation for meetings and events
- Monitor donor preferences and proactively identify opportunities to strengthen stewardship, retention, and satisfaction

Office & Administrative Operations:

- Oversee daily office functions: mail handling, supply management, document prep, scanning, filing, and vendor communication.
- Maintain a clean, well-stocked, and professional office environment for staff and visitors.
- Coordinate outgoing mailings—letters, invitations, and donor communications.
- Provide administrative and phone backup when needed and assist with special projects across teams.
- Support select finance functions (e.g., deposits) to ensure appropriate separation of duties.
- Deliver excellent customer service to internal and external stakeholders, helping to ensure a positive and productive organizational culture.

Competencies:

All United Way Quad Cities staff are expected to demonstrate the following competencies:

- Mission-Focused
- Relationship Oriented
- Collaborator
- Results-Driven
- Brand Steward

Experience/Other Requirements:

- 2–4 years of experience in administrative, executive support, or operations roles
- Minimum 2 years of customer service experience, ideally in a professional services environment

Skills:

- Exceptional organizational and multitasking abilities; able to prioritize effectively and adapt to changing needs
- Strong customer service orientation with a warm, professional demeanor
- Excellent written and verbal communication skills, with high attention to detail
- High emotional intelligence and discretion in managing sensitive information and high-level relationships
- Proactive self-starter with strong follow-through and the ability to work independently in a fast-paced setting
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook); experience with donor CRMs preferred

Other Requirements:

- Ability to lift up to 25 lbs
- Flexibility to work occasional (rare) evenings or weekends, as needed
- Valid driver's license, automobile insurance, and reliable transportation required