



TITLE:	Donor Services Associate	STATUS:	Part-Time (15 hours per week)
REPORTS TO:	Donor Services Director	FLSA CLASSIFICATION:	Non-Exempt Administrative
SUPERIVSES:	N/A		

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 Donor Services Associate plays a critical role in advancing United Way Quad Cities’ mission by ensuring accurate donor data, supporting donor engagement and recognition. This position provides administrative support to the Resource Development team, helping maintain a high standard of service for donors, partners, and internal stakeholders.

ESSENTIAL JOB FUNCTIONS

Donor Database Management

- Accurately enter, update, and maintain donor and pledge information in the database.
- Perform regular audits and data clean-up to ensure integrity and accuracy.

Administrative Support

- Provide backup and overflow support to the Donor Services Director.
- Prepare reports, spreadsheets, and written correspondence as needed.
- Assist with general office tasks, including answering phones, scheduling, and mailings, answering general office email mailbox.
- Support preparation and distribution of large and bulk mailings.

Donor Acknowledgment & Recognition

- Assist in the generation and distribution of donor thank-you letters and communications.
- Support the implementation of donor recognition activities and stewardship efforts.

Annual Updates & Maintenance

- Maintain and update Contributor Choice materials annually.
- Help ensure accuracy of online donor and volunteer interfaces.

Team Collaboration & Special Projects

- Support cross-functional initiatives and team efforts across departments.
- Participate in internal events and complete other duties as assigned.

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:

- **Education:** Minimum of a high school diploma or equivalent required, with at least 2 years of administrative support and data entry experience.
- **Preferred Experience**
 - Office administration or donor services experience preferred.
 - Familiarity with standard office equipment and general administrative procedures.
 - Experience with database systems and customer relationship management (CRM) software is a plus.
- **Skills:**
 - Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint).
 - Excellent attention to detail, organizational skills, and ability to manage multiple priorities.
 - Strong written and verbal communication skills, including accurate grammar and spelling.
 - Professionalism, discretion, and the ability to handle sensitive information.
 - Ability to work both independently and collaboratively in a fast-paced, mission-driven environment.
 - Flexibility to adapt to changing priorities and needs.
 - Must have a valid state driver's license, automobile insurance, and reliable transportation required.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. 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