

## United Way of South Hampton Roads -Position Description

**Title: Administrative Support and Operations Coordinator**  
**Department: Community Engagement and Investments**  
**Report To: Director of Community Investments & Engagement**  
**Date Created: July 2019**

### **Objectives and Expectations:**

This position provides general administrative support and manages office duties to support the Community Engagement and Investment (CEI) team with administrative and operational excellence. CEI works directly with community-based organizations, government and private-sector partners, and community leaders to identify and address problems too big for any of us to solve on our own. Specifically, the CEI team oversees Community Investments, United for Children, Mission United, the Greater Hampton Roads Community Indicators Dashboard and Project Inclusion (please see <https://unitedwayshr.org/what-we-do/> for more information). The successful candidate will be a generalist with high energy, technical proficiency, and a strong professional foundation in modern office procedures and workflows related to the core job responsibilities. EOE

### **Core Job Responsibilities:**

- Maintain organizational and tracking systems, including departmental calendars, centralized server system of electronic files and databases, etc. Responsible for compiling data for standard and special reports and managing contacts, entering information, pulling reports in the CRM and grants management systems.
- Collaborate with CEI directors to coordinate and create administrative priorities, written procedures, and operational workflows within the CEI team and across the broader organization.
- Assist in planning and execution of meetings, special events and communications. Responsible for supporting logistics associated with reserving space and handling room set-up; managing registration, catering, external mailings, and communications; prepping meeting materials; transcribing and distributing meeting minutes, etc.
- Compose and proofread correspondence including letters, memos, emails, and other documents using proper grammar, spelling and punctuation.
- Manage the Emergency Food and Shelter Program (EFSP) and support other community investment activities.
- Receive, track and process purchase orders, invoices, check requests, expense reports and credit cards.
- Respond to team needs and inquiries from partner agencies.
- Other duties as assigned

### **Key Skills Requirements:**

- Excellent organizational skills and the ability to juggle multiple project deadlines
- Strong customer service skills
- Ability to work independently, use discretion and work with minimal supervision
- Excellent oral and written communication skills
- Demonstrated ability to work effectively and collaboratively with colleagues
- Professionalism, confidentiality, empathy and customer service orientation are essential
- Demonstrated adeptness with the technology of today's office environment, including MS Office Suite, and proven ability to maintain a working knowledge of office-specific equipment and software once adequately trained

***Interested? Please send cover letter and resume to [humanresources@unitedwayshr.org](mailto:humanresources@unitedwayshr.org). We will continue accepting applications until the positions are filled.***