



United Way  
of South Hampton Roads

**We bring people and resources together to solve problems too big for any of us to solve alone.**

## UNITED WAY OF SOUTH HAMPTON ROADS

<b>Title:</b>	Coordinator, eCampaigns
<b>Department:</b>	Finance
<b>Report To:</b>	Director of eCampaigns
<b>Date Created:</b>	May 2022

### **Why Work for United Way:**

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

### **Objective**

The coordinator of eCampaign is responsible for online giving campaign demonstration, site production, implementation, and processing of Key and Primary accounts. Develops and disseminates a variety of reports to companies and the staff. The incumbent works closely with Campaign Processing, Resource Development, and the workplace campaign clients. Tasks include responding to telephone and email inquiries, oversight, and coordination of workplace eCampaign activities, support of workplace giving systems, and documentation of work activities. While most of the regular workload will take place during normal work hours 8:30 a.m. to 5:00 p.m., Monday through Friday, occasions will sometimes arise requiring attendance at night and weekends. Incumbent must be willing to work overtime when necessary to complete work tasks. The incumbent is responsible for contributor and workplace campaign support.

### **Responsibilities**

- Demonstration of online giving platform to current and prospective clients.
- Accept customer service telephone calls and email relating to online workplace campaign processing.
- Development of eCampaigns including design, implementation, maintenance, and data extractions specific to each client/account.
- Maintain relations with account holder regarding e-campaigns and track campaign progress and provide status reports.
- Compile reports detailing the performance of the e-campaigns and national/regional campaigns managed by UWSHR.
- Ensure donor database records of e-campaigns accounts are maintained.
- Works with employee campaign leaders and development staff to plan, setup and test online workplace campaigns prior to their implementation in a live campaign and provides support throughout the course of the campaign.
- Ensures accuracy and proper formatting of all data required by the online donations campaign management system.
- Coordinate and send electronic communications specific to each client/account based on established dates.



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- Work with finance department regarding donor and pledge/payment accuracy throughout audit process.
- Assists with other duties as assigned.

### **Requirements**

- Possess above average initiative when it comes to performing day-to-day tasks.
- Must be able to dispatch work quickly and accurately.
- A sound knowledge of MS Word, Excel, working knowledge of CRM and Orchard Project.
- Competent in HTML coding to add an image or hyperlink, modify text color or size, and create a table at minimum.
- Strong multitasking, time management and organizational skills and maintain productivity and good humor under periods of job-related stress.
- Able to work and interact with staff members on a day-to-day basis.
- Excellent telephone and electronic communication manners and a good understanding of customer service.
- Ability to maintain confidential matters is a must.
- Ability to problem solve and decision making.

### **Work Demands & Environment:**

- Available to work occasional nights, weekends to cover special events or to meet deadlines
- Ability to stoop, lift, finger – for example pick, pinch, or type and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exerting up to 20 of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects
- Ability to inspect and analyze figures, accounting items, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens
- Although inside work is the rule, it is required that the individual be able to travel and may be exposed to a variety of weather conditions

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

*United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.*