



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

Title:	Guest Relations Coordinator (2 vacancies) – 20 hours/week (\$18 - \$20 per hour)
Department:	Operations
Reports To:	Workplace Campaign Manager
Date Created:	December 2023

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. You'll learn from some of the best in the business and be constantly challenged in an ever-changing industry. If you want to be great while doing good, join the United Way team!

Objectives & Expectations:

This position serves as the front desk telephone and walk-in coordinator for United Way of South Hampton Roads. This individual will have knowledge and an understanding of the organization to be able to respond effectively to different kinds of telephone inquiries, as well as the provision of general information. Primary responsibilities include:

- Receives and relays incoming calls and messages.
- Greets and announces visitors to proper departments.
- Sorts incoming mail.
- Assists with the daily mail deposits.
- Distributes all incoming packages to the appropriate employee.
- Assists Workplace Campaign Manager and Controller with any special projects as needed/assigned.

Requirements:

- Must be courteous, tactful, and, most of all, have patience.
- Verifying deliveries to the front desk to ensure current information.
- Knowledge of conference room calendars to ensure incoming partners and volunteers are directly properly.

Commitment to Diversity, Equity, and Inclusion:

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.



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Competencies:

- **Mission-Focused:** Catalyzes others' commitment to mission to create real social change that leads to better lives and healthier communities
- **Relationship-Oriented:** Is astute in cultivating and managing relationships toward a common goal
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact
- **Strength of Character:** Demonstrates ability to be approachable and cooperative while also being a successful executive leader
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network
- **Visionary:** Confronts the complex realities of the environment and simultaneously maintains faith in a different and better future, providing purpose, direction and motivation
- **Team-Builder:** First ensures that the right people are in the right roles at the right times; fostering commitment, trust, and collaboration among multi-cultural leaders and stakeholders
- **Outward Turning:** Understands the dynamics of local, regional, and national environments, and works on an agenda rooted in the community's own perception of its needs and aspirations
- **Business Acumen:** Possesses a high-level of broad business and management skills and is effective at using financial resources wisely and for the greatest impact
- **Network-Oriented:** Values the power of networks; striving to leverage United Way's breadth of community presence, relationships and strategy

Core Values:

- **We are responsive** to each other and to the community. We do our best to anticipate challenges and needs so we can proactively address them. We do NOT react, we respond – promptly, appropriately and thoughtfully.
- **We build trust** by being transparent, authentic and vulnerable. We communicate openly and listen with respect and empathy. We do NOT shy away from tough conversations or backtrack on our commitments.
- **We are determined** and steadfast in our commitment to our goals. We are persistent and tenacious, and seek creative solutions to overcome obstacles. We do NOT let failure keep us down – we brush it off and try again with renewed dedication the next day.
- **We are team players**, always seeking opportunities to go above and beyond our job description to help our colleagues and partners. We aim to create a positive, fun environment where we are proud to be ourselves. We do NOT work in silos, but instead play to each other's strengths and cover each other's blind spots.
- **We care about community** because to us, this work is personal. It's for our families, our neighbors, our children, our friends. We are all here because we want our work to matter – to have some higher purpose – and we want to surround ourselves with others who desire the same. It's NOT just a paycheck, it's a purpose.



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Working Environment:

Typical office environment. 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.

Physical Requirements:

- Ability to stoop, lift, finger – for example pick, pinch, type, and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word.
- Exert up to 15 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects.
- 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 standard, it is required that the individual be able to travel and may be exposed to a variety of weather conditions.

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.