



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:	Pledge Processing Assistant (\$40,000-\$45,000)
Department:	Finance
Report To:	Director of eCampaigns
Date Created:	December 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.

Objectives & Expectations:

The United Way improves lives by mobilizing the caring power of communities to advance the common good to help all residents thrive and live the best version of themselves. We all benefit when a child succeeds in school, when someone finds a job that sustains a family, or when more people get quality, affordable healthcare. United Way endeavors to drive measurable impact by focusing and accelerating our current agenda centered around economic mobility, education, and health initiatives while remaining responsive to community needs with flexibility to respond to critical needs and crises.

The Pledge Processing Assistant is responsible for online giving campaign demonstration support and processing. 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, 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.

Commitment to equity, diversity & 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.

Cultural Competence: The Director of Education, Chesapeake, Suffolk, & Isle of Wight adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work with both internally and externally, engage with, and the people they serve. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.



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Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. For complete details that include attributes and behaviors please see the United Way Core Competencies Checklist in the shared Human Resources Network Folder. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and 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.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Key Accountabilities include the following:

1. Support of eCampaigns including implementation, pledge processing, and data extractions specific to each client/account.
2. Track campaign progress and provide status reports. Compile reports detailing the performance of the e-campaigns and national/regional campaigns managed by UWSHR.
3. Work with finance department regarding donor and pledge/payment accuracy throughout audit process.

Essential Duties and Responsibilities include the following:

- Demonstration of online giving platform to current and prospective clients.
- Accept customer service telephone calls and email relating to online workplace campaign processing.
- Ensure donor database records of e-campaigns accounts are maintained.
- Reconcile data reports from multiple systems.
- 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.
- Assists with other duties as assigned.

Key Skill 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.
- 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.



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- 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.
- Ability to work independently with minimal supervision.

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. 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.