



## **About Us**

United Way of Central and Northeastern Connecticut is one of more than 1,040 autonomous United Ways in our nation and 1,800 community-based United Ways in forty-five countries and territories. We have the unique ability, vision, and resources to bring together diverse stakeholders around a community vision of creating positive change to achieve long-lasting results for children and families. Our Community Impact and Engagement team helps to raise awareness of United Way's work, and the impact can all make together for local children and families.

## **Our Mission**

To engage and bring together people and resources committed to the well-being of children and families in our community.

## **Our Vision**

A community where opportunities are available for every child to succeed in school and for every family to achieve financial security.

## **Our Values**

In pursuing our mission, the following principles guide our relationships with stakeholders, including our donors, volunteers, partners, employees and the communities we serve: a belief that respect, equity, diversity and inclusiveness make us stronger; engaging others with professionalism and quality support; seeking creative and sustainable solutions to pressing social challenges; maintaining the highest standards of personal and organizational honesty in order to ensure stewardship of donors' dollars; being proactive and responsive through consistent communication; and, delivery of high-quality services and effective measurement of results to ensure efficiency and innovation.

---

## **Join Our Team! Career Opportunity**

United Way has an immediate opening for an **Administrative Assistant** to support the work of the Impact & Engagement Department and fulfill the organization's vision and mission, and what we do to mobilize people to give, advocate and volunteer to achieve our community goals. The Impact & Engagement **Administrative Assistant** will perform administrative duties to help build the capacity of Department staff and ensure that the team meets our obligations to donors and the community.

### **What You'll Do:**

The Impact & Engagement **Administrative Assistant** is responsible for performing various job functions supporting individual staff and assisting the entire Department cross-functionally in our work with external stakeholders, individual and corporate donors, community partners, residents and volunteers.

Applicants must have the willingness and ability to complete the following essential job functions:

- Prepare invoices; assist with correspondence like award letters, contracts, and donor and volunteer acknowledgements; order and organize project supplies; assist with scheduling meetings and sending out meeting reminders, track meeting attendance and write meeting notes as assigned.
- Customer Relationship Management (CRM) support: update and maintain donor and volunteer records, includes data entry and generating reports in CRM software database; create new or update existing lists; update and maintain volunteer committee contact information; support volunteer sign-ups and registration processes and the volunteer management platform; support updates on partner application and reporting platform.
- Responsible for meeting logistics with external stakeholders, such as: setting up the space (i.e. table configuration, technology and sound system), putting out drinks, ordering food when needed, greeting guests in the lobby, printing materials, and taking notes/meeting minutes.
- Representation at community events is required with some availability on nights/weekends; example activities include, but are not limited to community outreach and tabling opportunities, facilitating corporate engagement volunteer activities, as well as event set-up/break-down, etc.
- Manage relationships with vendors to confirm processing of payments and efficient delivery of services, including resolving complications of service delivery.
- Respond to phone/email communications from community residents (e.g. requesting aid) and volunteer interests, as well as vendor inquiries and other solicitations or inquiries from non-profits; make appropriate referrals to internal/external stakeholders and follow-up as needed.
- Other/additional duties as assigned.

#### **About You:**

- Minimum of two years of related administrative and customer service experience; prior non-profit experience a plus
- Prior experience in data entry and familiarity with CRM database management systems required.
- Excellent time and project management skills needed to accomplish goals with competing priorities in a fast-paced environment.
- Associates degree preferred.
- Ability to react and adapt quickly to changing conditions and circumstances.
- Strong attention to detail
- Excellent customer service skills in all aspects of the job, even under pressure
- Solid relationship management skills that support and build donor/volunteer relationships.
- Solid written communication skills
- Proficiency in Microsoft Office Suite required.
- Ability to work occasionally in the evenings and weekends.
- Valid driver's license and reliable transportation required.

#### **Application Information**

Qualified applicants should submit a resume and a cover letter describing their: 1) qualifications and experiences; 2) salary requirements; and 3) how they learned about the position at United Way to:

United Way of Central and Northeastern CT  
 Human Resources  
 One State Street, Suite 1710 Hartford, CT 06103  
 Email: [positions@unitedwayinc.org](mailto:positions@unitedwayinc.org) No phone calls please.

Job Closing Date: Open until filled.

United Way of Central and Northeastern Connecticut is an equal opportunity employer M / F / D / V

Frequently cited statistics show that women and members of structurally marginalized and/or underrepresented groups apply to jobs only if they meet 100% of the qualifications. United Way of Central and Northeastern Connecticut encourages you to break that statistic and to apply. Few candidates will likely meet 100% of the qualifications. We look forward to receiving your application.