



Resource Support Specialist - Job Description

POSITION TITLE: Resource Support Specialist

REPORTS TO: Executive Director

STATUS: Full Time – 32-36 hours per week

JOB SUMMARY: The Executive Director of Columbus Area United Way supervises this position. This position will provide for office relations and maintenance as well as assist CAUW team members with administrative tasks, projects, meetings, and duties which include but not limited to Duck Race, Campaign, Volunteer engagement, and Outreach and Education.

QUALIFICATIONS:

- Required associates and/or bachelor's degree in business management, communications/marketing, human services, social services, nonprofit project management or related field preferred.
- Minimum of three (3) years of administrative experience; preferably with a non-profit organization.
- Excellent computer skills including Microsoft Excel, and Outlook.
- Ability to assist with social media and marketing including e-newsletters, flyers, and outreach promotional materials.
- Capable of multitasking in a dynamic, fast-paced office environment.
- High diligence, data, and strong written and verbal communication skills.
- Ability to collaborate with diverse stakeholders, including staff, partner agencies, Board of Directors, funders, and donors.
- Must have initiative-taking, cheerful outlook, and ability to problem solve, address details, and work in a growth-oriented environment.

PERFORMANCE REQUIREMENTS:

I. Administrative:

1. Provide as CAUW contact for administrative elements for direct programs such as Imagination Library, Kindergarten Readiness, Born Learning Trail, Student Health, and others as assigned.
2. Maintain administrative functions for CAUW and collaborative such as answering phone calls, preparing correspondence, assisting with bulk mailings, and maintaining online files.
3. Manage and organize office supplies, files, and storage
4. Prepare and update supporting documentation for CAUW and collaborative meetings, events and funding and distribute meeting minutes appropriately.
5. Prepare and maintain monthly calendars for the CAUW, Community and Family Partnership, and conference room schedules
6. Supervise interns and other office volunteers as needed.
7. Process mail
8. Assist Executive Director, Fiscal Assistant, Collective Impact Director, and Resource Development Director with invoices, documentation, and data entry with donor management system and grant management systems.
9. Assist with marketing of Columbus Area United Way and Community and Family Partnership with social media, e-newsletters, and other content distribution.

II. Volunteer Center

Specific Duties:

1. Update the CAUW website with different volunteer opportunities
2. Prepare and distribute volunteer recruitment materials.

3. Provide as CAUW contact for community volunteer engagement and opportunities to serve at the local level.
4. Develop, plan, coordinate and execute Day of Caring

III. Software Assistant

Specific Duties:

1. Assist CAUW team with data collection, utilization and application of information that includes e-CImpact, Donation Tracker, Webgrants, SharePoint, etc.
2. Prepare reports upon request.
3. Be the point of contact for IT management and troubleshooting elements with contracted IT provider.

IV. Campaign

Specific Duties:

1. Assist with campaign event coordination – Tour of Agencies, Pacesetter Kick-off, Campaign Launch, Report Meetings and Annual meeting.
2. Point of contact to manage, lead and execute Duck Race event
3. Assist with development and preparation of campaign solicitation lists and coordinating materials.
4. Assist in developing campaign marketing materials.
5. Manage ordering campaign supplies and materials.
6. Support scheduling of campaign presentations and agency representation.
7. Record campaign donations and donor information in Donation Tracker
8. Provide electronic and printed donor thank you correspondence
9. Provide data management and report compilations for campaign.

V. Community and Family Partnership

Specific Duties:

1. Assist Collective Impact Director with collaborative work
2. Assist in coordination of meetings, minutes, and communication with attendees
3. Manage bi-monthly newsletter content and distribution to collaborative members
4. Assist with grant reporting and documentation as requested by Collective Impact Director
5. Coordinate and maintain ongoing contracts as well as development of new contracts for collaborative initiatives
6. Support the work with thriving families' safer children as assigned by Collective Impact Director

VI. Other

1. Perform other duties as assigned

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____