

JOB DESCRIPTION
UNITED WAY OF CENTRAL MINNESOTA

JOB TITLE: Donor & Agency Portal Administrator

Status: Non-Exempt, Part-time position

Authorization: September 3, 2020

Contact: **Bonnie Rodness** brodness@unitedwayhelps.org

GENERAL FUNCTION

The Donor & Agency Portal Administrator's key responsibilities are to implement workplace giving ePledge portal, update UWCM web page donation options, and maintain Community Builder communications for access by donors and agencies. Attention to details and a keen sense of curiosity are instrumental in execution of this position.

KEY AREAS OF RESPONSIBILITY:

- Work with campaign relationship manager to determine best format for ePledge use, Single Sign On (SSO), email to employee with link, or registrant.
- Using organization's data systems, create settings in system to facilitate web portal format.
- Receive from relationship manager, review for accuracy, and upload information into data system including but not limited to employee rosters, ePledge format preference, video clip, logo work, etc.
- Accurately complete portal settings for ePledge, Give page, and / or Community Builder and set up at least two days before scheduled start date. Test work and then submits an update to relationship manager / community impact staff for additional systems checks before launching.
- Responds to donors, agencies, and workplace giving ePledge administrator in a courteous and professional manner to trouble shoot, answer questions, and remedy system challenges as needed.
- Creates reports, income envelopes, etc. derived from web portals.
- Create settings in data systems to create online giving envelopes, settings for and to activate giving button, and to create template for online giving.
- As outlined by community impact staff, creates grant applications and reporting templates within data systems using Community Builder functions.
- Seeks efficiencies, expands knowledge and use of information systems currently in place to maximize benefits and return on investment.
- Creates and ensures that data systems interfaces with e-pledges, online giving, and community builder are user friendly and functioning as required. Promptly remedies any challenges to maximize user's experiences.
- Responds to opportunities to further engage donors. Provides information and data findings to donor relationship manager. Uses skills and means to increase income via data systems services.

General

- Exemplifies time management skills and maintains a focus on daily work, while engaged in the advancement of ongoing improvements.
- Maintains work flow and organization, prioritizing tasks to best meet the overall needs of the organization.
- Comply with all policies & procedures, participates in company meetings, events, and training, and represents the organization in a professional manner.
- Perform other duties as required, assists co-workers as time permits, and perform duties as related to care of the facility, maintaining a clean and safe work environment for all.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

JOB RELATIONSHIPS WITH

VP Finance & Operations, Finance & Operations Administrator, Staff of United Way, Donors, Partner Agencies, and General Public.

MINIMUM QUALIFICATIONS

Requirements include working knowledge of Microsoft office suites, with solid excel program skills, business writing and communications skills, experience working with various property management, customer relations, and / or data systems. The ability to learn donor system applications and accurately execute projects in a timely manner. Key is the ability to research information, solve problems, and generate creative solutions to support the mission of the organization.

Approved: _____ Date: September 3, 2020
President / CEO