



United Way of Asheville
and Buncombe County

Resource Development Assistant

If you have strong organizational and communication skills and can work independently as well as on a team, then United Way of Asheville and Buncombe County is where you need to be. The Resource Development Assistant works with the Resource Development team and is responsible for critical administrative and operational support tasks related to UWABC's fundraising and relationship cultivation activities.

This position reports to the Vice President of Resource Development and is an integral part of the team, working with all areas of the Resource Development department, including major, individual and workplace giving, pledge processing, events, and grant management.

KEY RESPONSIBILITIES

Administrative

- Coordinate/schedule Resource Development meetings
- Coordinate conference-related travel and accommodations
- Provide customer service to both donors and agencies regarding designations
- Provide administrative support for volunteer committee meetings specific to the Resource Development department, assuming responsibility for attendance, room reservations, distributing agenda and supplemental documentation
- Volunteer committee meeting support material preparation, record meeting minutes, assign follow-up tasks, prepare summaries or reports
- Set up the needed equipment for internal meetings including audio/visual technology such as speakers, projectors, laptops for presentations, etc. or coordinate with Information Technology (IT) to accomplish these tasks
- Support coordination of special mass and bulk mailings
- Prepare materials for mailings to include: list management, merging letters and other materials, collating, stuffing, and mailing
- Lead interdepartmental communications to ensure support, alignment, and execution of requests and projects
- Provide support as needed for special events both prior to the event and on-site for the event with invitations, reservations, attendance, and other duties as assigned
- Reconciliation of department monthly credit card activity

Operational

- Assist in entering campaign pledge and designation information into the campaign software database
- In concert with the Pledge Processing Manager, generate monthly, quarterly, and yearly gift reminders for Bill-Me donors and uncollected pledges
- Prepare, code and enter payments for weekly AR check batches
- Manage and maintain donor thank you processes
- Review and respond to other United Way requests for information related to Resource Development
- Keep a schedule of grant renewal dates, reporting dates, and new grant due dates
- Provide support for requests from grant writers for both grant applications and regular reporting
- Assist with collecting, summarizing, and recording grant outcome accomplishments

Ideal and Minimum Requirements

- Degree in business, office administration, or related field or 3 years in an office support role with increasing level of responsibility
- The ability to work in a team environment, contribute positively to organizational culture, multi-task, meet deadlines, and drive results is required
- Commitment to the mission and values of United Way of Asheville and Buncombe County

Technical Skills, Abilities and other Requirements

- Proficiency in Google Suite platform
- Proficient in word processing, Excel, and data entry
- Demonstration of strong organizational skills and attention to detail
- Experience with CRM and/or project management software a plus
- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy
- Ability to communicate (oral and written), in English, Spanish a plus

Physical/Mental Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals who are differently-abled to perform the essential functions.

While performing the duties of this position, the employee is regularly required to:

- Sit, stand, walk, reach with hands and arms, talk and hear
- Use finger and hand motion
- Must frequently lift and/or move objects up to 15 pounds
- Specific vision abilities required by this job include close vision, distance vision, depth perception and the ability to adjust focus
- Moderate level of stress caused from tight deadlines
- Moderate level of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time
- Occasional work outside of normal business hours
- Moderate office noise level

This position is exempt from overtime regulations

Reports To: Vice President of Resource Development

Supervises: 0

Hours: 40/week - staff continues to work remotely with the intent to phase back into the office to some degree in the coming months

Hiring Range and Benefits: \$35,226-\$39,140 annually plus full benefits, including paid vacation, sick and personal leave; employer contributions to 401(k), contributions to health, dental and vision insurance benefits, life and disability insurance, and coaching and support

United Way of Asheville and Buncombe County is an equal employment opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law