



Relationship Coordinator

Department: Resource Development
Job Status: Full-time

Reports To: Annual Campaign, Director
FLSA Status: Exempt

POSITION SUMMARY

The Relationship Coordinator creates and ensures the delivery of a year-round engaging and fulfilling experience for donors at workplace partners. This individual will work with the Manager, Corporate Engagement, to maintain high quality relationships with organizations and individuals to attract and sustain resources to support United Way of Greater Stark County's community impact agenda.

There are two key aspects to the Relationship Coordinator's role – 1) the administrative implementation of strategic related workplace campaigns and 2) managing the cultivation and engagement of individual donors at the workplaces.

The Relationship Coordinator will maintain and continuously develop relationships with key constituents at various levels within an assigned account portfolio.

ESSENTIAL FUNCTIONS

- Demonstrate excellent customer service.
- High attention to detail to prepare account materials, conduct donor research, and maintain database among other job-related duties.
- Highly organized
- Achieve established organization financial goals for assigned accounts and donors through annual campaign and donor cultivation efforts.
- Achieve annual goals for number of donor calls and visits.
- Manage and nurture assigned workplace accounts to develop stronger United Way relationships, commitment and workplace campaign support. Maintain consistent account contact and creatively explore and introduce additional UW opportunities, as appropriate (i.e., volunteerism, grants, sponsorships, etc.).
- Focus on individual donors within workplace account portfolio for donor cultivation, relationship building and engagement, working towards reducing donor churn and creating fulfilling experiences for donors.
- Maximize fundraising growth through concerted, collaborative efforts among assigned areas and accounts via self-initiative, volunteer engagement and other Resource Development team members as applicable.
- Analyze giving history and trends for assigned accounts to identify opportunities for growth. Work with Manager, Corporate Engagement to implement strategies that leverage segmentation data.
- Work as a part of a team to develop and execute a year-round engagement plan for donors, including engagement, direct services, and various cross-functional teams.



- Have a strong understanding of and be able to clearly and passionately articulate United Way of Greater Stark County's vision and the programs and initiatives it supports in order to best align donor interests with funding opportunities.
- Represent United Way of Greater Stark County for various speaking engagements and activities including but not limited to presentations, campaign events and volunteer events.
- Coverage of appropriate after hours work events such as presentations, chamber events, UW events, etc.
- Maintains an accurate and complete donor database

COMPETENCIES

- Interpersonal Relationship Development: quickly finds common ground and solves problems for the good of all, easily gains support and trust of others, creates a climate in which people want to do their best, can motivate many kinds of people, uses diplomacy and tact, can diffuse high-tension situations comfortably, and relates well with all levels of people within and outside of the project
- Understanding Diverse Groups: is comfortable working with people from various cultural, ethnic, and racial backgrounds. Demonstrates and promotes cultural competence within and across people and organizations
- Resource Management: has ability to garner resources to reach established goals and objectives, orchestrate multiple activities, and uses resources effectively and efficiently
- Prioritization: set effective priorities that identifies the critical issues, can sense what will help or hinder the accomplishment of a goal, has the ability to identify barriers, institute appropriate correction steps and can keep all involved parties focused
- Planning: accurately projects length and difficulty of tasks, breaks work down into process steps, anticipates, and adjusts for problems and barriers, measures performance against goals and evaluates results
- Political Savvy: views politics as a necessary part of organizational life, anticipate political challenges and creates plans to resolve challenges effectively
- Process Management: understands how to separate and combine tasks into efficient workflow, can simplify complex processes, and understands how to organize people and resources
- Results Oriented: consistently is a top performer and exceeds goals, pushes self and others for results, concentrates efforts on important priorities, and gets more completed in less time than others

EDUCATION/EXPERIENCE

- Minimum Bachelor's degree in a related field or equivalent combination of education and work experience.
- 1-3 years of fundraising or sales experience.



ADDITIONAL REQUIREMENTS, SKILLS, & ABILITIES

- Willingness to support our mission and culture by actively exercising our five core values; 1) Can-do-attitude; 2) Be a Team Player, 3) Open to Change, 4) Humbly Confident and 5) Deep Respect for Human Potential.
- Demonstrates project management skills and abilities to balance competing priorities.
- Proficient computer skills with experience using Microsoft Office Suite, specifically familiar with Excel spreadsheets, CRM and donor databases.
- Ability to recognize, design, communicate, and implement solutions to business challenges.
- Excellent communication skills that foster collaboration.
- Ability to learn, communicate, and implement new concepts and ideas that advance organizational effectiveness.
- Ability to self-motivate and provide project leadership
- Thorough appreciation and acceptance of, and commitment to diversity and inclusion
- Holistic perspective-ability to see the big picture
- Ability to use sound judgement
- Ability to be self-directed - position requires reliability, consistency, and good follow through
- Possess a valid driver's license and insured motor vehicle
- Willing to travel/drive regularly within Stark and Carroll counties
- Ability to lift and carry 25 pounds
- All other duties as assigned

Applicants should submit resume and cover letter by Monday May 29th to:

hr@uwstark.org
No Phone Calls

EEO/M/F/D/V