

JOB DESCRIPTION



Employee Name: _____
(Printed)

Position	Administrative and Digital Media Coordinator
Department	Finance & Administration
Immediate Supervisor	Executive Director
Job Classification	Non-Exempt
Stand. Occ. Class. (SOC) Code	43-9199
Date Created, By	October 6, 2025, Sheena Leugers, Brandi Buck

Purpose of Position

United Way of Allen County (UWAC)'s Administrative and Digital Media Coordinator is a detail-oriented and personable professional who is organized, tech-savvy, and comfortable interacting with the public while managing behind-the-scenes administrative tasks. This hybrid role combines administrative support, front desk reception duties, data entry responsibilities and oversight of our website and social media platforms. This position is responsible for setting the tone for our culture in all communications.

% OF TIME

ESSENTIAL DUTIES AND RESPONSIBILITIES

95% Key Responsibilities:

- Serve as the first point of contact for visitors and callers; provide a welcoming and professional front desk presence
- Manage incoming and outgoing communications, including phone calls and mail
- Perform accurate data entry and maintain organizational databases and records
- Update and maintain content on the organization's website
- Create, schedule, and monitor social media posts across platforms to support outreach and engagement
- Support general office operations and assist with projects as needed

5% Customer Relationship Management (CRM)

- Meet commitments, respond promptly to customer needs, and solicit feedback to continually reinforce and strengthen the organization's reputation with all constituents
- Provide professional, courteous, service to both internal and external customers
- Actively use Andar by capturing, entering, and maintaining key donor information

Education and Experience

- 2+ years of experience in administrative support role/office environment

Knowledge, Skills, and Abilities

- **Visionary:** Confronts the complex realities of the environment and simultaneously maintains faith in a different and better future, providing purpose, direction, and motivation
- **Team-Builder:** First ensures that the right people are in the right roles at the right times; fostering commitment, trust, and collaboration among multi-cultural leaders and stakeholders
- **Outward Turning:** Understands the dynamics of local, regional, and national environments, and works on an agenda rooted in the community's own perception of its needs and aspirations
- **Business Acumen:** Possesses a high-level of broad business and time management skills and demonstrates the ability to generate financial support for the organization
- **Network-Oriented:** Values the power of networks; striving to leverage United Way's breadth of community presence, relationships, and strategy

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- **Mission-Focused:** Catalyze others' commitment to mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal
- **Collaborator:** understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network
- Interact effectively with diverse groups of individuals and organizations
- Excellent reading comprehension, listening, verbal and written communication skills
- Ability to work autonomously with a minimal amount of supervision, and to excel in an entrepreneurial, self-starting and fast paced environment
- Excellent customer service, follow-through, professionalism, and courtesy
- High degree of initiative, positive attitude, flexibility, teamwork, attention to detail, immediate follow-up, and ability to thrive in a fast-paced environment with multiple priorities
- Interest, enthusiasm, and affinity for fundraising and working with people
- Must possess strong organizational skills
- Ability to respect and maintain confidentiality is a must
- Attend conferences and trainings as requested
- Proficient with use of a computer and Microsoft Office and comfortable learning new software (i.e., Customer Relations Management database, MailChimp, GiveSmart, Canva)
- Experience with website content management systems (WordPress) and social media platforms

Working Conditions/Physical Requirements

- Moderate level of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time
- Constant exposure to work environment is typically controlled, agreeable, and in a non-smoking office, though travel may occasionally expose employee to inclement weather conditions
- A person in this position needs to constantly move about inside the office and during occasional off-site meetings
- Activity associated with attending meetings within the organization and meeting external constituents
- Occasionally attend local meetings and annual United Way (UW) conference attendance as determined by supervisor
- Regarding meetings: observing the presenter or information being relayed, as well as detecting the message, and exchanging information is a requirement
- Frequently communicate with others and/or express oneself via meetings, over the telephone, and through written channels
- Constantly recognize and discern written material
- Constantly operate typical office equipment (telephone, copier, printer, fax, computer, keyboard, etc.)
- Employee will seldomly need to position themselves to lower spaces or ground floor to reference objects/items or information such as literature
- On an infrequent/seldom basis, employee may need to move items up to twenty-five (25) pounds when preparing for meetings, events, or gatherings
- Must be able to remain in a stationary position 50% of the time

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- Occasionally ascend/descend stairs (while inside UWAC's office building, an elevator is available for use)
- Valid driver's license, personal automobile insurance, and reliable transportation required, as well as insurability through UWAC's commercial insurance carrier
- Occasionally required to drive/operate a car
- Ability to periodically work evenings and weekends/outside the standard 8:00 AM to 5:00 PM timeframe

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This job description is not intended to be all-inclusive. It is understood that the employee will also perform other business duties as required by the immediate supervisor or by a person authorized to give instructions and assignments. My employer has the right to revise this job description at any time with or without notice. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship. Either my employer or I may terminate employment at any time, for any reason.

Employee (signature)

Date

Supervisor (signature)

Date