



Community Investments Assistant Job Description

United Way of Greater Chattanooga is searching for a Community Investments Assistant. This position is a paid, full-time, non-exempt position. You will work closely with the Director, Nonprofit Support and Innovation and the VP of Community Investments and will be a member of the Community Investments Team.

The Salary range for this position is \$42,000 - \$47,000.

PURPOSE OF THE POSITION:

Hub Coordinator Position is an energetic, team-oriented professional that will provide administrative support and create a welcoming environment for all who visit the United Way's Hub for Social Innovation (the "Hub"). Reporting to the Director of Nonprofit Support and Innovation and the Vice President of Community Investments, this position is the first point of contact for community members visiting or calling the UWGC and therefore is critical to achieving our mission of uniting people and resources in building a stronger, healthier community. The Hub Coordinator will be a conscientious, detail-oriented self-starter who thrives on providing exemplary administrative support to ensure that operations run smoothly, and visitors are treated with the greatest respect and care. This employee will be responsible for operational support of the Hub and will coordinate various administrative functions for the VP of Community Investments.

KEY RESPONSIBILITY AREA: Front desk and Hub Logistics

Supporting: Director of Nonprofit Support and Innovation

Specific Duties:

- Manage the front desk and direct calls from the main telephone line to the appropriate person/extension. Ensure coverage of the front desk is maintained during office hours.
- Maintain the Hub entries, lobby, kitchen, conference areas and meeting rooms including ensuring any trash or debris are picked up, plants are watered, tables and chairs are straightened, rooms are set up for meetings, and the area presents a welcome environment for all guests.
- Greet Hub guests and provide courteous customer service, promptly providing requested information.
- Plan, organize, and make administrative arrangements for workshops, seminars, and events. This includes communicating with booking org or individual, managing the calendar for room/facilities, organizing and processing registrations, printing/copying necessary materials and ordering meals and refreshments.

- Assist UWGC staff and external clients with access to and use of the space – including any technology and material requirements.
- Maintain records pertaining to events, including attendance and building entry, post-event evaluations and participation data.
- Maintain the calendars for meeting spaces to approve internal requests and assist with meeting set up.
- Work with UW Accounting Staff to manage registrations and payment of fees for Hub events when needed
- General front desk administration such as mail and delivery acceptance, etc.
- Manage special projects as defined by Director of NPSI that support collaboration and convening of nonprofits
- Create a welcoming environment for all people who visit the Foundation or contact the office via phone, email or through the website, by responding in a respectful manner and taking responsibility to ensure that each constituent's needs are met.
- Maintain office and kitchen supplies for the Hub including monitoring stock, ordering and putting away all orders.
- Other duties as assigned.

KEY RESPONSIBILITY AREA: Administrative Support

Supporting: Vice President of Community Investments

Specific Duties:

- Assist VP with the development and preparation of meeting materials such as agendas, presentations, and notes.
- Organize meetings, including scheduling, sending reminders, and organizing catering when necessary
- Manage the VP's calendar, including making appointments and prioritizing the most sensitive matters
- Prepare for staff and board meetings including preparing materials and agendas
- Prepare communications, such as memos, notes, emails, invoices, reports and other correspondence
- Write and edit documents including emails, letters, reports
- Plan and create itineraries and travel arrangements, as needed
- Create and maintain electronic document filing systems
- Manage expense reports and reimbursements
- Prioritize activities and execute duties in a timely fashion.
- Provide input and assistance with special projects.
- Other duties as assigned.

Core Competencies:

- Excellent written communication skills
- Keen attention to detail and follow through

- Ability to take initiative
- Ability to solve problems and make decisions
- Ability to ask for help where needed and pose thoughtful questions
- Sense of humor and ability to work well in a team
- Comfortable engaging with large groups and individuals from diverse backgrounds
- Self-motivating and not afraid of ambiguity
- People oriented

Job Requirements:

- Bachelor’s degree preferred but not required and at least 2 years in a customer-oriented and administrative employment role.
- Superior people skills, with an ability to communicate concisely and professionally.
- High energy but respect for the work environment of the Hub.
- Organizational skills, particularly as it pertains to scheduling and electronic file maintenance.
- Skills with data collection and application.
- The ability to adapt and shift to accommodate daily workload of United Way.
- Outstanding oral, written and reading comprehension skills
- Professional demeanor, good judgment, discretion, and the ability to work independently, but collaboratively, in a goal-oriented team environment.
- Familiarity with UWGC’s work and its role within the non-profit space.
- Expert user in Microsoft Office suite, particularly Outlook, Word, Excel, PowerPoint and Teams.

Position Type/Expected Hours of Work

This is a full-time position that requires being on-site, and hours of work and days are Monday through Friday, 8:00 a.m. to 5:00 p.m. Occasional evening and weekend work may be required as job duties demand.

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.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

5/7/2024