



United Way
of Genesee County
Serving Genesee & Shiawassee Counties

JOB DESCRIPTION

Job Title: Relationship Specialist (Functional Area Specialist)

Department: Impact and Investment

Reports To: Vice President of Impact and Investment

Supervises: None

Full Time / Part Time: Full Time

Exempt / Non-Exempt: Non-Exempt

Union / Non Union: Union

Organizational Standards, Behaviors, Values, and Core Competencies: These individual competencies represent the knowledge, abilities and behaviors that result in an individual's personal effectiveness and effective interactions with others. These are competencies that ALL individuals are expected to possess. These competencies define what the organization values the most in people. The goal of these core competencies is for individuals to be able to perform in a diverse number of positions throughout the organization.

- Mission Focused
- Relationship oriented
- Collaborator
- Result oriented
- Brand Steward

Position Purpose / Summary: The Relationship Specialist is responsible for performing resource development work within a workplace campaign model and assisting in the facilitation of the community impact model throughout Shiawassee County as well as some territory within Genesee County.

The Relationship Specialist contributes to mission fulfillment through:

- Effective relationship management
- Ensuring a consistent and positive brand experience for all constituents.

Essential Duties and Job Responsibilities:

- Plan, organize and service the annual campaign in assigned areas of responsibility with Director. Analyze and evaluate the strengths and weaknesses of current and past campaigns. Suggest improvements. Assist in developing new resource development strategies and tools. Set goals, develop timetables and work plans for assigned industry groups.
- Work with Director to solicit and secure annual sponsorship support.
- Identify and cultivate new sources of revenue, including corporate, foundation and professional support.
- Participate in all resource development functional area activities, including training, volunteer management, public speaking and functional team meetings. Complete any resource development tasks assigned by the Director.
- Maintain awareness of political, social, and economic factors in the community that may affect the campaign. Apprise team of relevant information.
- Prepare and maintain accurate campaign records, reports, and materials, including database information.
- Training, planning and supporting volunteer work; addressing complaints and resolving problems. Assist with the development of training programs and resource materials as needed.
- Coordinate meetings and prepare meeting documents as assigned.
- Assist with registration, facility logistics, communication and set-up of trainings and conferences.
- Assist in the delivery of community impact initiatives.
- Assist in allocation reporting processes.
- Other duties may be assigned to meet business needs.



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Relationship Management Responsibilities

- Ensure the constituent experience is courteous, sensitive, on-brand, prompt and commitments are reasonably met.
- Continue to strengthen and reinforce the organization's on-brand experience with all constituents to build long-term relationships.
- Continue to strengthen relationships beyond workplace account's annual campaign.
- Foster relationships through multiple levels of the assigned workplace.
- Discover, encourage and assist with account's desired level of engagement and support.

Qualifications/Requirements:

- Excellent writing skills - ability to write reports, business correspondence and procedure manuals.
- Excellent oral communication skills - ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
- Basic mathematical skills required - ability to compute rate, ratio and percent to draw and interpret bar graphs.
- Excellent interpersonal relationship skills.
- Must be detail oriented; work well with deadlines and results oriented.
- Driver's license required.

Education/Training/Experience:

The minimum for hire of a Relationship Specialist position shall require one of the following:

- Bachelor's Degree (in academic field specific to position or a related field) and three (3) years of related experience.
- Associates Degree (in academic field specific to position or related field) and eight (8) years of related experience.
- Ten (10) years related experience.

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA and other federal, state and local standards.

Position Details:

- Full time/Non-Exempt
 - Union
 - Benefits (Medical Dental, Vision, 401k)
 - Starting Hourly Rate Range - \$19.49 - \$20.27
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