



United Way of Pennsylvania Office Coordinator

Reports to: Chief Operating Officer

United Way of Pennsylvania works to support all of our member local United Ways across PA to be a leader and partner in building financially resilient families and thriving communities across the Commonwealth. We envision an inclusive, impactful and collaborative network of United Ways working with business, community, faith and government leaders across PA to advance equitable access to health, education and financial stability for all Pennsylvanians. UWP is most well-known for its leadership on the statewide ALICE project, to educate and advocate for households who are working but not yet earning enough to afford their basic needs. PA 211 is another key initiative of the United Way network in Pennsylvania, providing support to Pennsylvanians in need of connections to services 24/7/365 through one point of contact.

The Part-Time Office Coordinator provides essential day-to-day support to United Way of Pennsylvania and PA 211 by coordinating administrative operations, supporting financial processes, and ensuring smooth internal systems. This position interfaces with the board of directors of both UWP and PA 211, to support board meeting logistics, and minute-taking.

Goals:

1. Support accurate and organized financial and administrative processes across UWP and PA 211
2. Ensure smooth day-to-day office operations and internal coordination
3. Provide reliable support to leadership, boards, and organizational partners
4. Strengthen systems for file management, compliance, and organizational efficiency
5. Deliver high-quality service to internal teams, members, and external stakeholders

Key Responsibilities:

Administrative Support

- Provide administrative coordination for UWP/PA 211 leadership
- Prepare meeting materials, agendas, and follow-up notes/action items
- Prepare communications such as memos, emails, invoices, reports and other correspondence
- Edit documents
- Operate copy machine, administer cloud-based phone system configuration with support from vendor. Serve as primary point of contact with office operations vendors for phones and printer/copier, as well as UWP's IT consultant
- Prepare mail merge letters and communications as needed
- Answer phones
- Open and distribute mail, monitor requests for 211 marketing materials and pack/ship marketing materials
- Support hiring and onboarding processes by posting positions, collecting applications, coordinating interview schedules, processing new staff forms, overseeing acquisition and set up of laptops and other technology equipment
- Manage annual Membership Investment Process and track membership status
- Order office supplies
- Manage reservations for shared meeting space and equipment

Board Support for United Way of Pennsylvania and PA 211

- Transcribe Board minutes for UWP and PA 211
- Prepare Board Meeting Notices for UWP and PA 211
- Prepare and post board meeting materials for UWP and PA 211
- Record and track Board Meeting attendance for UWP and PA 211
- Track length of service of board members for UWP and PA 211
- Help President and VP of PA 211 ensure balance of Board Membership per the bylaws and nominating goals of UWP and PA 211

File Management

- Maintain all electronic and paper files in accordance with the UWP Document Retention Policy, including deletion of files per the standards of the document retention policy
- Create and assure ongoing implementation of file storage and naming conventions for use by all staff, and organize UWP's electronic files to comply with these conventions

Accounting Support for United Way of Pennsylvania and PA 211

- Keep log of all checks and online payments received for UWP and PA 211
- Organize invoices for bi-weekly payment cycles, to be coded by the COO, so that all bills are paid on-time
- Prepare credit card reconciliation template and secure receipts or other documentation for all employee credit card expenses
- Create and enter invoices/pledges in Quickbooks Online for approval by COO
- Assist with the annual UWP audit by providing documentation
- Other duties as assigned

Minimum Requirements:

Good organization, time management and scheduling skills

Proficient with Microsoft and cloud-based file storage, including One Drive, Word, Outlook, Excel and Powerpoint

Excellent verbal and written communication skills to interact with staff, members and other stakeholders

Ability to multitask and manage several projects at once

Ability to work independently and deliver significant portions of projects with little to no oversight

Ability to thrive in a fast-paced, hard-working and dynamic work environment

Ability to lift and move 25 pounds occasionally

This is a part-time position with an average of 25-30 hours per week. This position is non-exempt under the FLSA. The hourly range for this position is \$20.00 - \$25.00, depending on qualifications and experience.