



GIVE. ADVOCATE. VOLUNTEER.

**United Way
of Pennsylvania**

Title: United Way of Pennsylvania Member Services Manager

Reports to: UWP President

Goals:

- 1) Manage and enhance member services
- 2) Advance a collaborative approach and encourage network citizenship among local United Ways in PA
- 3) Cultivate and maintain relationships with local UW staff
- 4) Help PA United Ways maximize the benefit of their UWP and UWW memberships
- 5) Support diversity, equity and inclusion strategies within United Way of Pennsylvania and across the Pennsylvania network
- 6) Manage and direct special initiatives as assigned

Responsibilities:

Direct strategy to assess member needs and implement local United Way training and education priorities through learning cohorts, the annual conference, webinar trainings, etc.

Develop action steps in support of UWP's strategic plan to advance collaboration in the United Way network, in cooperation with the UWP President

Serve as lead planner for UWP conferences and other trainings to secure speakers and promote educational opportunities to targeted audiences, and collaborate with the Director of Mission Advancement to raise sponsorships for training events

Direct the overall member communications strategy and coordinate with whole UWP team

Build expertise and knowledge on the initiatives and priorities of the United Way of PA member network in order to support strategic connections among United Ways and with external partners

Coordinate the Pennsylvania ALICE learning community

Serve as staff liaison to the UWP Member Services Committee to set strategic direction for the benefits UWP members and/or others receive

Serve as staff liaison for the Diversity, Equity and Inclusion Committee, and work with the UWP President to assure the UWP equity agenda is implemented across organizational functions

20 Erford Rd., Suite 215 Lemoyne, PA 17043 • 717.238.7365 tel • 717.238.7414 fax • www.uwp.org

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Serve as staff lead for Resilient PA, directing the training, education and outreach plan and coordinating with the UWP President, public policy team and outside partners

Develop and maintain content, member support and training/education functions offered via UWP's members only web site

Primary expert on United Way Worldwide training resources and connecting members to them – proactively and upon request

First point of contact for member information requests

Other duties as assigned by the UWP President

Minimum Requirements:

- Bachelor's Degree – equivalent experience also considered
- At least 2 years of prior experience working in member or customer service positions with responsibility for setting and implementing goals and directing communications strategies to support those goals
- Prior event planning experience
- Strong oral and written communication
- Some overnight travel is required. Ability to operate a motor vehicle, or to provide your own reliable transportation to and from the office as well as required statewide travel.

This position is an exempt position under the Fair Labor Standards Act.

Salary and Benefits:

United Way of Pennsylvania offers a competitive benefits package which includes health care, vision, dental insurance, paid time off, and a 401(k)-employer match. UWP maintains a hybrid working environment, with a combination of office days and work from home days, with an expectation of 2 days in the office per week, and possibility of more during legislative session weeks. The salary range for this position is \$48,000 to \$55,000 per year, depending on qualifications and experience.

To apply: Please submit a resume' to info@uwp.org. Applications must be received by April 3, 2023 to be considered.

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