Coordinator, Digital Engagement
(Seasonal – July – December 2022)

United Way of Calgary and Area is looking for a Coordinator, Digital Engagement to join our dynamic Transformation team. Reporting to Digital Engagement Coordinator Lead, you will have a key role in supporting the annual fundraising operations. This includes maintenance of donor records, report generation, coordination, and collaboration with internal stakeholders and workplaces in the delivery of excellent customer service.

If you are passionate about your community, aspire to make an impact, thrive in a fast-paced environment, and want to make a difference, then we’re looking for you!

What you will do

**Campaign Readiness and Administrative Support**

- Set up and process peer-to-peer fundraising campaigns.
- Set up digital engagement campaigns and maintain user records in associated systems.
- Track inbound campaign setup forms, upcoming Digital Giving campaigns, and campaign success metrics.
- Perform other campaign support duties as required.

**Support Data Stewardship**

- Process digital engagement supported platforms for extraction and import into donor database.
- Provide support for a platform for donor database or CRM transaction reconciliation and reporting at the company and campaign level in a timely manner.
- Assist in the maintenance of platforms and donor databases or CRM to adhere to defined data governance, protocols, and naming conventions.
- Support in the maintenance of donor database web envelopes following workplace campaign end-date.
- Generate donor segmentation reports to target and tailor donor communications on behalf of workplace partners.

**Customer Service**

- Communicate effectively with donors, volunteers, and staff in delivering a high level of customer service.
- Bring a customer-centric approach to communications and collaborative work.
- Gather feedback from customers and end-users.

What you will bring

**Experience and Attributes:**

- Related post-secondary education or equivalent experience
- Demonstrated ability in digital platform configuration and strong data management
- Demonstrated experience working with Microsoft Excel (Advanced experience an asset)
- Flexible with a demonstrated ability to readily adapt and deal effectively with shifting priorities or immediate needs as required
- Highly organized, detail-oriented with excellent analytical and problem-solving skills
- Ability to execute assigned tasks quickly and accurately
- Ability to process and reconcile a high volume of financial transactions quickly and with a high degree of accuracy
- Experience in customer service or in delivery of user training
- Experience with Web Applications and programming languages such as HTML, CSS is an asset
- Excellent communication and customer services skills
- Ability to work independently with minimal supervision as well as in a team environment
United, we make the biggest difference

United Way is a not-for-profit organization that has played a vital role in our community for over 80 years. As a social impact organization, our mission is clear: we mobilize communities for the common purpose of working together to create lasting social change.

Our Commitment to an Inclusive Culture
We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

Our Commitment to Health and Safety
At United Way, we are committed to protecting our team, our clients, and the community we serve by providing a safe and healthy workplace. Accordingly, successful candidates will be required to be fully vaccinated against COVID-19 as a condition of employment by their start date or provide written proof of an approved exemption in accordance with Alberta Human Rights legislation.

Rate of pay and working conditions
- $19 per hour, based on a 37.5-hour work week
- This role is a hybrid position

To Apply
Send cover letter and resume (PDF) by 4 pm June 1, 2022, to hr@calgaryunitedway.org

Subject Line: Digital Engagement Coordinator – Your Name.

To learn more about the United Way of Calgary and the Area, please visit our website at www.calgaryunitedway.org.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.