

Data Entry Specialist

Position Summary & Organization Overview

We are looking for a detail-oriented, organized, and civic-minded person to join our flexible, family-oriented and mission driven team. Be a part of a team improving lives and community conditions through measurable and lasting ways.

This position is the lead contributor of all data entry management. The Data Entry Specialist works closely with resource development staff in various aspects of campaign work which allows the organization to continue growing. This full-time position collaborates with various departments across the many functions of United Way of Sheboygan County (UWSC). As a mission-driven organization, all employees work together to fulfill our vision of a community where all individuals and families can achieve their human potential through education, income stability and healthy lives.

Essential Duties and Responsibilities include the following:

Campaign

- Manages the campaign pledge process, collaborating with finance and resource development staff to ensure the accuracy data assignment of pledge and payment
- Ensure precise, detailed, and timely processing of contributions, including pledges, payments, and demographic information
- Develop and manage online campaigns, including administrative, data, and technical support
- Pull and process campaign materials and mailings, including ask letters, thank you acknowledgements, and other mailers

Organizational

- Process mail daily
- Research donor updates/changes through multiple channels
- Maintain positive working relationships with all external and internal contacts across the organization through timely and professional responses to inquiries, troubleshooting and solutions focus for known and emerging areas of improvement
- Participate and support in all UWSC events and activities demonstrating the ability to be a good colleague, proactive collaborator, and team builder
- Administrative support for organization as required

Data Management

- Day-to-day management and maintenance of information technology including databases, integration service, website CRM, portals, and business intelligence tools
- Serve as lead contact with software providers and interface with the organization on database issues and updates as needed

- Perform data analysis and usage audits to improve on efficiencies
- Respond to customer inquiries in collaboration with the Resource Development Department
- Maintain stakeholder information, including creating, compiling, organizing, and updating within databases and listings
- Reporting duties include (but are not restricted to) campaign, monthly board and executive, donor portfolios, reporting for United Way Worldwide, meetings with top donor, information for annual reports and other marketing materials
- Audit and ensure accuracy of reports and data for all departments
- Train volunteers and staff in accordance to implement process and procedures related to database usage

Policy

- Research, develop, and implement protocols and procedures with resource development and finance staff
- Ensure UWSC's compliance with local, state, and national requirements for both United Way Worldwide and governments

Other

- Additional duties may be assigned.

Supervisory Responsibilities

This job does not have supervisory responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Effective interpersonal skills – ability to interact with employees and donors at all levels in a positive manner
- Strong time-management skills – ability to effectively prioritize
- Strong organizational skills – ability to work under a deadline
- Understand and effectively communicate technically and non-technically
- Knowledge of the Microsoft Office Suite, accelerated knowledge of excel is preferred
- Understanding of Customer Resource Management (CRM) Systems
- Basic knowledge of web development
- Ability to work collaboratively – must be flexible and adjust to the changing needs of the organization
- Individually motivated – identify challenges and solve problems
- Proactive – follow through on assignments with minimal direction

Education and/or Experience

Associates or bachelor's degree preferred, high school diploma or equivalent with a minimum of three years hands-on professional office experience including progressively responsible experience in information systems, experience with software programs acceptable.

Competencies

Informing – Communicates information in a clear manner by sharing appropriate amount and content of information. Chooses appropriate medium.

Organizational Knowledge – Uses organization's formal and informal relationships and power structures and possesses the ability to operate successfully within the parameters of that culture.

Personal Accountability – Accepts responsibility for own actions including failure. Embraces experience as learning opportunities and not chances to blame.

Results Oriented – Drives behavior to emphasize achievement. Self-directed toward accomplishment. Is action oriented. Likes challenge. Pursues opportunities. Consistently high achieving.

Technical Skills – Demonstrates the knowledge and abilities necessary to perform required job elements to established standards. Remains current regarding developments and trends in areas of expertise.

Interpersonal Skills

Well-developed interpersonal skills and the ability to work with people of varying backgrounds and cultures. Ability to communicate effectively both verbally and in writing. Demonstrates flexibility and ability to deal with change. Strong project and time management skills. Ability to prioritize projects, with good attention to detail.

Language Skills

Good verbal and written communication skills and ability to display an effective public presence.

Computer Skills

To perform this job successfully, an individual should have a proficiency in Windows, Microsoft Office, and web environment software, and an ability to become proficient in industry-specific data systems. This individual should have the ability to install, maintain and troubleshoot computer hardware, software, data systems and office equipment.

Mathematical Skills

Ability to work mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to think strategically in terms of UWSC's strengths within the community and opportunities that exist for new and improved programs.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision ability required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disability to perform the essential functions.

Salary and Benefits

Salary Range: \$35,000 - \$45,000

Benefits: 75% employer paid (individual or family) health insurance premium, 403(b), FSA, Paid Time Off, Life Insurance, Short-Term and Long-Term Disability, family-friendly workplace environment with hybrid possibility after completion of probationary training period.

To Apply

To apply please send your resume and cover letter to Emily Kaiser, Director of Donor Engagement, at emily@uwofsc.org.

Hiring Timeline

This job posting will remain open until the right candidate is found.