



GIVE. ADVOCATE. VOLUNTEER.

**United Way
of Pennsylvania**

Title: United Way of Pennsylvania Member Services Manager

Reports to: Director of Mission Advancement

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.

UWP seeks an experienced Member Services professional to lead our efforts to help local United Ways in the commonwealth grow stronger individually, and to work collaboratively across the state on key initiatives which unify our impact and elevate the United Way brand. The successful Member Services Manager seeks to find alignment and build connections which build trust, and drive impact and outcomes. They are invested in the mission of UWP, and are able to gather information and data and apply judgement to support the development of members. They have experience segmenting services and communications to meet the needs and expectations of different audiences to include local United Way staff, members of local United Way boards of directors, and key partners. They will thrive on driving strategy through the full continuum from development to execution and evaluation.

Goals:

- 1) Develop and lead member services strategy, including training and support for all classes of UWP membership
- 2) Advance a collaborative, community leadership-oriented approach, support equitable community impact, and encourage network citizenship among local United Ways in PA
- 3) Cultivate and maintain relationships with local UW staff and boards of directors
- 4) Help PA United Ways maximize the benefit of their UWP and UWW memberships

Responsibilities:

Work with the Director of Mission Advancement to develop member services and initiatives that support the strategic development of the member network and advance the UWP strategic plan

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Provide leadership to implement member services for UWP's local United Ways, and the ALICE Council of Partners members, including virtual and/or in-person group facilitation for network learning and membership affinity groups

Develop evaluation processes to assess existing member services as well as unmet needs of local United Way staff and local United Way boards of directors

Advance collaboration in the United Way network, and create opportunities to identify and share best/promising practices

Direct the overall member communications strategy and coordinate with whole UWP team to assure cross-functional communications that support all organizational objectives.

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

Lead a data strategy to aggregate existing annual data reported to United Way Worldwide, assess need for additional data, and connect that data to statewide member services strategy as well as local United Way leadership's ability to measure and assess performance

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 and Director of Mission Advancement to assure the UWP equity agenda is implemented across organizational functions

Serve as a primary liaison between United Way Worldwide and local United Ways on key initiatives, including the Thriving United Way framework

First point of contact for member information requests

Other special initiatives as assigned by the Director of Mission Advancement

Minimum Requirements:

- Bachelor's Degree – equivalent experience also considered
- At least 5 years of prior experience developing and implementing strategy to support organizational goals
- Membership organization/ trade association experience preferred
- Excellent verbal and written communication skills to interact with staff, members and other stakeholders

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- Flexibility to handle unexpected situations and adapt to changing work priorities
- Ability to motivate and engage members, staff and other stakeholders, fostering a positive and productive work environment
- Ability to thrive in a fast-paced, hard-working and dynamic work environment and value end-to end ownership of projects
- Some overnight travel is expected, along with visits to local United Ways and/or regional events. 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 to 3 days in the office per week. The salary range for this position is \$55,000 to \$70,000 per year, depending on qualifications and experience.

To apply: Please submit a resume' to info@uwp.org. Applications will be reviewed on a rolling basis, with the application period concluding no later than June 28, 2024.

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