



**Community & Impact Coordinator
Overland Park, KS**

HCUA is looking for a motivated, organized, people person with a passion for growth, customer service and multi-tasking on many projects. The successful candidate will show a strong desire to serve the credit union industry, is passionate about philanthropy, and is eager to learn new systems, develop efficient processes, provide support to team members and grow within this position and the organization. A degree in business, nonprofit management, marketing, community relations or related education preferred -or- 3-5 years' experience working in a non-profit management, marketing, community relations environment.

Position Reports to: Executive Director of External Affairs and Philanthropy

Positions Supervised: None

Position Purpose:

The Industry and Community Impact Manager directly supports the work of external affairs, industry engagement and philanthropy for the Heartland Credit Union Association through business development, donor stewardship, partner activation, grant and scholarship management, event logistics and financial literacy initiatives.

Essential Functions and Basic Duties:

1. Business Development Management

- Data integrity and lead acquisition
- Sponsor Activation, Benefit Tracking, Reporting
- Invoicing and revenue tracking
- Scheduling new business calls
- Partner Recognition
- Special Events Support

2. Donor Stewardship

- Data management, reporting and tracking
- Donor Acknowledgement
- Marketing content and channel updates

3. Community Impact Accountability

- Processing requests for grant and scholarship support

- Data management, reporting, payments

4. Building expertise in financial wellness

- Increase member engagement in financial literacy efforts
- Serve as a subject matter expert to credit unions
- Further develop financial wellness tools, resources, education.

5. Maintain communication with all Association departments and provides assistance and information in a concise and timely manner. Communicates with and provides assistance to the membership in a professional manner.

6. Performs a variety of data management functions, including creating and managing spreadsheets and databases, producing reports, and compiling information.

7. Performs other duties as required and assigned.

Education/Certification:

Bachelor's degree preferred.

Required Knowledge:

Experience with customer service, donor management and willingness to utilize technology solutions to manage workload.

Experience Required:

Experience in customer service, fundraising, sales, marketing or event management is preferred.

Skills/Abilities:

- Professional, well-developed interpersonal and communication skills necessary for interacting with and presenting to credit union personnel and serving as a representative of the Heartland Credit Union Association.
- Excellent organizational and problem solving skills.
- Proficient at using Microsoft Word, Excel, Outlook, Adobe and PowerPoint.
- Ability to manage multiple projects simultaneously is required.
- A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others inside and outside of the organization and can be of a sensitive nature.
- Ability to work with minimal supervision.
- Ability to exercise excellent judgment and discretion.
- Strong and effective interpersonal and customer service skills.
- Ability to work collaboratively and effectively with organizations outside of the organization.
- Proven ability to work effectively and diplomatically with colleagues, as well as with vendor, donors and corporate contacts.
- Excellent and professional verbal, written, and presentation skills, as well as organizational skills and attention to detail.
- Exemplary communication abilities and outgoing, yet poised personality
- Excellent organizational abilities and attention to detail
- Quick thinker and ability to make decisions under pressure

Physical Activities and Requirements

Talking:

- Must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

Average Hearing:

- Able to hear average or normal conversations and receive ordinary information.

Repetitive Motion

- Movements frequently and regularly required using the wrists, hands, and/or fingers.

Average Visual Abilities:

- Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

Physical Strength:

- Some sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.

Travel

Incumbent must have flexibility to work/travel (approximately 5%) on limited notice to HCUA's office locations, credit unions or training sessions in and out of state. Occasional after-hours work schedules may occur.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Job Type: Full-time

Salary: \$35,000.00 to \$40,000.00 /year

Experience:

- philanthropy: 2 years (Required)
- non-profit management: 2 years (Required)
- special events support: 2 years (Required)

Education:

- Bachelor's (Preferred)

Work Location:

- One location

Benefits:

- Health insurance
- Dental insurance
- Retirement plan
- Paid time off
- Flexible schedule
- Vision insurance

This Job Is Ideal for Someone Who Is:

- Autonomous/Independent -- enjoys working with little direction
- Dependable -- more reliable than spontaneous
- People-oriented -- enjoys interacting with people and working on group projects

Schedule:

- Monday to Friday

Send a resume and cover letter to jobs@heartlandcua.org. No phone calls please.