

**United Way of Greater Milwaukee (UWGM) has a unique opportunity for an eBusiness Administrator!**

The eBusiness Administrator focuses on United Way's web-based community investment software eCImpact (managing grants, initiatives, and outcome reporting) in supporting the Community Impact (Allocations) department. Responsible for configuration, operation, support and customer relationships of United Way's online business applications (e.g., eWay, for online giving and eCImpact above). Provides additional data analysis, training, evaluation and troubleshooting to staff and clients.

**Essential Duties and Responsibilities:**

**ELECTRONIC CAMPAIGN ADMINISTRATION**

- Configures custom online websites utilizing United eWay configuration software. Online campaigns meet national processing requirements and maintain UW standards.
- Directs upload of United eWay transactions to campaign database.
- Facilitates cross-departmental meetings throughout campaign season to share knowledge and resolve issues.
- Maintains security of sensitive workplace data (e.g., employee lists).
- Provides phone and e-mail support to workplace United eWay campaigns.
- Represents UWGM and corporate customer goals and requirements in enhancing eWay.
- Seeks innovative uses of eWay product to further the campaign efforts and communication of UWGM Community Impact agenda.
- Supports Campaign department in the marketing and sale of eWay services.
- Supports eWay analysis and reporting needs – workplace coordinators and internal UWGM staff.
- Supports national and regional account agreements, providing campaign status reports to other United Ways.
- Trains internal and external United eWay users
- Upload of United eWay transactions to corporate payroll systems.
- Works with workplace campaign coordinators to determine eWay configuration requirements; provides them guidance on effective online giving campaign that maximizes fundraising potential.
- Seeks opportunities to present and share best practices from UWGM at annual eWay User Group conference.

**ELECTRONIC CAMPAIGN SUPPORT**

- Answer questions from other United Ways about online pledging system.
- Conduct financial reconciliation of each electronic campaign for accurate pledge processing.
- Create and update standard reports for internal and external electronic campaign use.
- Execute any follow-up data reports, corrections, research or communication for reconciliation.
- Finance and IT liaison for electronic campaigns and understanding of processes.
- Prepare employee data files for import into electronic pledging system; update system with accurate account information.
- Prepare final reconciliation summary reports for Finance and IT staff.
- Regularly review process for system improvements and customer service enhancements.
- Review online pledge website configuration for accuracy.
- Set up and maintain user security profiles in UWGM online pledging system.
- Support for online pledging system to internal and external customers.

**COMMUNITY IMPACT DEPARTMENT SUPPORT**

- Configuration of the eCImpact system to meet the needs of the Community Impact Department.
- Maintain integrity of eCImpact system.
- Provide configuration and internal user support including reporting mechanisms.
- Problem solve with Community Impact staff.
- Communicate with Seabrooks staff on eCImpact related issues.
- Stays current on spam laws and best practices.

## **eBUSINESS DEPARTMENT COVERAGE**

- Stay current on all of the systems within eBusiness area as a resource.
- Provide training to other eBusiness department staff on systems.
- Provide guidance and suggestions on eBusiness applications when appropriate.

**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.

## **EDUCATION and/or EXPERIENCE**

- Bachelor's degree from four-year college or university or equivalent advanced training to qualify for a bachelor's degree.
- 1-3 years experience in related application support and/or client relationship work is preferred.
- Application certification required within six months of entering position.
- Experience with HTML is preferable.

## **CORE CAPABILITIES**

Ability to:

- Learn a new online-based system.
- Work within a website content management system
- Work with customers and make decisions based on the needs of the client and United Way.
- Act as a liaison between departments and prioritize conflicting deadlines.

## **TO APPLY:**

For further job criteria and complete details, click on: [www.milwaukeejobs.com/jobs.asp?pagemode=15&jid=2595989](http://www.milwaukeejobs.com/jobs.asp?pagemode=15&jid=2595989).

**Candidates meeting or exceeding job requirements are asked to apply directly at this web address.**

Please indicate salary requirements.

**United Way is an Equal Opportunity Employer**