



Account Executive

The United Way of Buffalo & Erie County is seeking a results driven individual for our Account Executive position. This individual will be responsible for developing, managing and expanding donor engagement and increasing participation with United Way of Buffalo & Erie County. They will manage a portfolio of campaign accounts, prospect high potential, new business accounts and individual prospects. They will utilize customer relationship management skills to target sales opportunities and proactively provide assistance to current and potential customers that will meet or exceed customer expectations. This position reports to the Senior Account Executive.

Responsibilities:

- Initiate and cultivate relationships that will enhance the connection and lifetime loyalty to United Way.
- Achieve goals related to customer phone calls and face-to-face meetings in a fast-paced, self-directed entrepreneurial environment.
- Develop and maintain a business plan for performance tracking for each campaign account, individual and prospect group.
- Actively use Salesforce data system by capturing, entering and maintaining critical donor information.
- Work closely with platform directors and all areas of the organization to effectively sell products that align with companies/individuals interests and priorities.
- Identify diverse future funding streams and sell appropriate products which include grants, sponsorships, scanning programs, any non-traditional revenue streams beyond traditional campaigns.
- Develop and expand customer relationships among diverse groups; refer them to other specialized products as required – i.e.) loaned executive, Community Champions Summit, Business Meets Community...etc.
- Manage a diverse group of volunteers to help assist with account calls and customer referrals and development.
- Enhance United Way of Buffalo & Erie County image by delivering exceptional customer service.
- Represent United Way at community functions and activities to network and help promote and develop additional business through the development and expansion of referral sources.
- Live and represent United Way mission, vision and values; exemplify the competencies of the Account Executive Position.
- Participate in mandatory meetings and training programs to enhance product knowledge and cross-selling skills.
- Attend mandatory organizational, departmental and committee meetings and trainings as directed.
- Engage in job-related travel to designated meetings, conferences, and events.
- Maintain established departmental policies, procedures and objectives.
- Support diversity, equity, and inclusion work within the organization and in the community.
- Visibly demonstrate United Way Values of agility, equity, service, integrity, collaboration and accountability.
- Perform general office duties such as typing, filing, data entry, opening mail, etc.
- Perform other duties as requested.

Education, Skills, Knowledge, Experience:

- 1-5 years development experience, including consultative sales experience with a for-profit company and fundraising experience in events, major gifts or volunteer capacities.
- Strong customer relationship management skills.
- Excellent verbal and written communication skills with an ability to relate effectively with a diverse group of individuals and organizations, including public speaking skills.
- Demonstrated experience cultivating, soliciting and securing gifts.
- PC proficiency- knowledge and expertise using customer relationship management systems is a plus.
- Proven ability to create and execute successful business plans that have engaged and deepened relationships with donors/clients.
- Demonstrated ability to work in a cross functional team environment.
- Positive attitude.
- Ability to manage ambiguity and change.
- Sound judgment, discretion and commitment to maintaining donor confidentiality.
- Must possess a valid driver's license and have unrestricted use of a reliable automobile.

Contact Information:

For consideration please email a cover letter and resume to jobs@uwbec.org attention Beth Sullivan, Human Resource Manager.

United Way of Buffalo & Erie County has a commitment to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWBECE encourages people of diverse backgrounds and experiences to apply for this position.