

To access the online posting and application, visit [Wells Fargo job search](#). Job Opening ID: 5090470

Community Support Representative 1

Wells Fargo Government and Community Relations Group

Location: 7600 Wisconsin Avenue Bethesda, MD. Some travel required.

Wells Fargo & Company (NYSE: WFC) is a nationwide, diversified financial services company with \$1.6 trillion in assets. Founded in 1852, Wells Fargo provides banking, insurance, investments, mortgage, and consumer and commercial finance through more than 9,000 locations, more than 12,500 ATMs, online (wellsfargo.com), and mobile devices. We're headquartered in San Francisco, but we're decentralized so every local Wells Fargo store is a headquarters for satisfying all our customers' financial needs and helping them succeed financially. We do business with one in three U.S. households. Wells Fargo has more than 265,000 team members in 36 countries across our approximately 90 businesses.

Government and Community Relations operates as the link between the company, stakeholders and the communities we serve, focusing on stakeholder engagement, public policy advocacy, reputation management and corporate social responsibility strategies and programs. The group includes teams that manage the company's federal and state government relations, corporate philanthropy, environmental affairs, community relations, diversity and inclusion, and Community Reinvestment Act (CRA) risk management.

The CSR Rep 1 position reports directly to the Community Affairs Manager for MD, DC & VA.

JOB DESCRIPTION: COMMUNITY SUPPORT REPRESENTATIVE 1

Responsible for managing resource coordination in support of Community Relations programs and processes designed to enhance and promote Wells Fargo's reputation in the communities we serve including relationships with community/civic groups, non-profit organizations and involvement in community sponsorships. Maintains strong business relationships with internal team members as well as external clients and customers. May prepare communication materials about Community Relations and philanthropy activities for internal and external distribution. Reviews grants and assists with data analysis to meet the organization goals. Provides counsel and guidance to internal team members about Community Relations programs and processes. Measures the effectiveness of current Community Relations programs using tools and metrics that support the activities of the larger Community Relations team.

KEY JOB RESPONSIBILITIES (ESSENTIAL POSITION FUNCTIONS):

1. Ensure that the Mid-Atlantic Community Relations team and line of business partners are focused on meeting objectives for community involvement priorities including: strategic philanthropy, team member volunteerism and community initiatives. Do so by supporting or leading programs such as: Community Support & United Way Campaign, Hands on Banking, Community Connection Grants, Feed the Need Day and local activation of national partnerships.
2. Serve as the primary Community Affairs contact for fifteen Wells Fargo Volunteers Chapters across MD, DC & VA. Coach chapter leaders to optimize company systems and programs, adhere to deadlines and engage team members in all lines of business.
3. Serve as the first point of contact for nonprofit representatives seeking information regarding Wells Fargo's philanthropic strategy and process. Provide thoughtful advice and technical assistance with a focus on exemplary customer service. Coordinate meetings with prospects and ongoing contact with established partners. Join Community Affairs Manager on nonprofit site visits in order to develop the ability for independent assessment.
4. Monitor and analyze regional philanthropy budgets and forecasts. Responsible for coding grant applications, managing expenses, reconciling budgets, preparing monthly financial projections and ensuring that corporate contributions adhere to company policies. Assist Community Affairs Manager with the vetting and

distribution of philanthropic investments to non-profit organizations through the committee review process and in alignment with the Wells Fargo's strategic focus areas.

5. Tell the Wells Fargo story by promoting a positive image and communicating the impact of volunteerism and corporate philanthropy in our communities. Specific duties will include: coordinating check presentations, public speaking engagements, attending networking events and representing the company and Community Relations on internal and external committees.
6. Develop strong partnerships with Wells Fargo line of business leaders and functional partners. Attend internal meetings to provide Community Affairs updates and discuss strategies for engaging team members in high impact community service activities including: volunteer projects, conducting financial education and service on non-profit boards.

A SUCCESSFUL CANDIDATE WILL POSSESS THE FOLLOWING:

- Excellent oral, written and listening skills and the ability to work with a diverse array of internal and external partners. This includes possessing comfort and experience speaking in front of groups.
- Ability to engage and influence others in the presence of competing priorities.
- Strong operations and organizational skills including the ability to manage budgets, program cycles and expenses.
- Ability to collaborate effectively and influence performance across markets, lines of business and functions. Recognize inter-dependencies, initiate action and work in a complex business operating in highly regulated environment.
- Organize and manage multiple projects simultaneously with diverse streams of work, drive results and performance.
- Attention to detail, demonstrated ability to analyze and organize performance data, spot trends, draw conclusions and present unique recommendations.
- The ability to develop creative solutions through innovation and maximizing technology.
- An understanding of the nonprofit sector and the value of corporate philanthropy to the company and community.
- Enthusiasm for community involvement and charisma for inspiring others.

BASIC QUALIFICATIONS:

- 2+ years of public affairs, community relations or non-profit work experience.

MINIMUM QUALIFICATIONS:

- Knowledge and experience within community relations and the project management and administrative functions that coincide.
- Ability to collaborate effectively and influence performance across markets, lines of business and functions, recognize inter-dependencies, action and accommodate a complex and changing business, reputational and regulatory environment.
- An immediate level of knowledge and experience with Microsoft Word, Excel and PowerPoint.

PREFERRED QUALIFICATIONS:

- Bachelor's degree.
- Demonstrated ability to learn the cybergrants database and various company systems.
- Previous work experience with event/sponsorship management, marketing or communications is a plus.