



Job title
Operations and Service Coordinator:
Office Support Lead

Department
Donor Relations

Reports to
Senior Manager, Operations and Service

Supervises
N/A

FLSA status
Non-exempt

Hours
Full time

Date
July 2024

Austin Community Foundation mobilizes ideas and resources to strengthen Central Texas. We envision a vibrant and equitable community where everyone can contribute and find opportunity. ACF is committed to closing the opportunity gap in Central Texas through targeted investments in housing affordability and economic mobility.

As a trusted local partner, ACF stewards approximately \$540 million in assets in more than 1,300 charitable funds. Since its creation in 1977, the Foundation has granted more than \$570 million to nonprofits across Central Texas and beyond.

Job summary

This role plays an important part in ensuring that the Foundation provides best-in-class service to fundholders, prospects and other internal and external stakeholders. The role works as part of a team of Operations and Service Coordinators to accomplish the day-to-day tasks that ensure business quality and continuity, coverage during high-volume periods, and consistent delivery of the Foundation's services to external and internal clients.

Each member of the Operations and Service team is assigned primary tasks and maintains knowledge and cross-training in secondary tasks and general duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

Primary Function

The primary responsibility of the Office Support Lead is to provide meaningful administrative support to the Foundation office and staff. This role is required to provide in-office support to the Foundation approximately 60-70% of the time. Essential responsibilities and duties include, but are not limited to, the following:

Reception and Hospitality: Responsible for reception functions and ensuring the office environment is maintained in a manner that promotes hospitality and professionalism. Duties include the following:

- Opens the office at 9:00 am and closes the office at 5:00 pm.
- Greets visitors and oversees guest reception process.

- Answers and directs phone calls; answers, forwards, and responds to emails coming to various shared inboxes daily.

Meeting Support: Ensures conference rooms are clean and ready for staff and visitors.

- Maintains conference room schedule.
- Sets up and breaks down the conference rooms for internal and external meetings.
- Maintains working knowledge of conference room A/V equipment. Sets up and troubleshoots A/V or other equipment as required.
- Supports meeting needs such as food orders, meeting materials, and other duties as assigned.

Foundation Staff Support: Provides meaningful administrative support to Foundation staff as requested.

Examples of administrative support may include:

- Opens and distributes mail and in a timely and efficient manner.
- Supports mailings, filing, and other office administrative tasks.
- Provides basic office equipment support.
- Processes office supply orders.
- Performs work-related errands as assigned.

Secondary Function

This role collaborates with the Operations and Service team to accomplish a variety of functions including:

- Accurately track and process incoming check, ACH, credit card, and employee giving contributions.
- Collect and verify payee ACH information.
- Prepare fund agreement documents and send for signature.
- In areas of secondary responsibility, work with colleagues to conduct ongoing process and procedure documentation, review and update existing operations procedures as needed; identify inefficiencies and areas for process improvement.

General Responsibilities

- Provide responsive service reflective of our service standards that addresses customer needs in a prompt, friendly and efficient manner; approach customer issues with a positive attitude and with the intention of anticipating service needs of Foundation constituents and providing solutions that mitigate customer issues.
- Maintain knowledge of and proficiency in CommunitySuite database and other technology tools used by the Foundation. Maintain accurate constituent data records and documentation.
- Maintain knowledge of and communicate ACF policies and IRS regulations and rules to internal and external clients to ensure audit and IRS compliance.
- Proactively communicate and arrange coverage of duties when needed. Remain cross-trained in the routine functions of the Operations and Service team to ensure consistent service and coverage.
- Work proactively with the Donor Relations and Operations teams to coordinate service and maintain proper data, documentation and reporting related to services provided.
- Conduct donor stewardship outreach via email and phone that supports ACF's donor engagement strategy.
- Complete special projects and respond to support requests from staff as assigned.

- Cross-training in additional Operations and Service Coordinator function areas as need and capacity allows.
- Conduct ongoing training for teammates in area of primary function.

Other duties as assigned.

This job description is intended to be general and, as the Team Service is expected to evolve over time, will be reviewed periodically and updated as needed.

Job requirements and qualifications

Experience

- 2 years of full-time work experience in a professional office setting required.
- Experience in a client-facing role required.

Training requirements (licenses, programs or certificates)

None required.

Other knowledge, skills and abilities

- Commitment to providing excellent customer service.
- Technical proficiency: ability to implement new technology tools to increase efficiency.
- Effective problem-solving skills essential.
- Ability to handle multiple tasks simultaneously and meet designated deadlines.
- Possess a high degree of accuracy and attention to detail. Excellent organizational and workload prioritizing skills.
- Excellent verbal and written communication skills. Ability to write clearly with proper grammar, spelling and punctuation.
- Ability to work effectively as part of a team and work independently with modest supervision. Willingness to support other team members in order to support high volume periods and manage workflow.
- Capacity to work effectively and congenially with a wide range of volunteers, donors and community leaders at all levels of community engagement.
- Flexibility to work during regular business hours and occasionally evenings and other times as required.
- Proven ability to maintain confidentiality when dealing with highly sensitive organizational, personal, financial and legal information.
- Proficient in Microsoft Office products, electronic data management, and internet software. Preferred experience with project management and workflow tools such as Asana. Foundant CommunitySuite, SLM, GLM, experience a plus.
- Authentic participation in diversity, equity and inclusion education and training; commitment to diversity, equity and inclusion and to the organization's ongoing work to eliminate the opportunity gap in Central Texas.

Work environment and other information

Austin Community Foundation offers a hybrid work environment. As a place-based organization, we expect our employees to reside locally and be available for in-office meetings and tasks. Employees work with their supervisors to draft their hybrid work plan.

- Work in clean, pleasant, comfortable office setting.
- Minimal travel required.
- Attendance required at occasional after-hours or evening events.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary: \$55,000 per year

Workplace benefits:

Collaborative team environment

Opportunity to make Central Texas a better place for everyone

Paid time off

ACF covers 100% of employee health, dental and vision plans, basic life and AD&D insurance, and short/long term disability insurance

401(K) with employer match

Basic life insurance and AD&D

To apply for this position, please submit your resume and cover letter to Kim McCrary at apply@austincf.org. No phone calls, please. Position will remain open until filled.

Austin Community Foundation is committed to equal-employment principles, and we recognize the value of committed employees who feel they are being treated in an equitable and professional manner. We strive to find ways to attract, develop, and retain the talent needed to meet business objectives, and to recruit and employ highly qualified individuals representing the diverse communities in which we live.