

**Job title**

Operations Coordinator

Department

Donor Relations

Reports to

Operations & IT Manager

Supervises

N/A

FLSA status

Non-exempt

Hours

Full time

Date

January 2022

Austin Community Foundation is the catalyst for generosity in Austin. The Foundation brings together philanthropists, dollars and ideas to shape Austin's future. As a trusted local partner, ACF stewards approximately \$350 million in assets in more than 1,300 charitable funds. The work and leadership of Austin Community Foundation is focused on closing the opportunity gap through advancing economic security and affordable housing, pooled resources and data-driven grantmaking. Since its creation in 1977, the Foundation has granted more than \$400 million to nonprofits across Central Texas and beyond.

The Foundation's physical office closed in March 2020 due to the COVID-19 pandemic. Employees currently work remotely as office reopening plans are established.

Job summary

The primary responsibilities of this position are to maintain the Foundation's database, provide IT support for Foundation staff members and support Foundation operations and customer service.

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

Database Maintenance

This role will conduct routine database monitoring and updates in CommunitySuite, a community foundation-specific accounting, database and constituent management platform. In addition, this role will perform routine maintenance to ensure Foundation data is accurate and consistent and will serve as staff's main point of contact for database update requests. This role will work closely with Donor Relations Officers and the Foundation's Community Impact staff to maintain cohesive fundraising data in the database. Additional responsibilities include:

- Run routine fund and profile reports to confirm data is entered into the system accurately. Identify and merge duplicate profiles weekly.
- Work with Donor Relations and Community Impact teams to ensure donor and prospect tracking systems are up-to-date and account for relevant transactions, donor communication, and event attendance.
- Support Operations Specialist and Finance staff in maintaining timely and accurate transaction coding.

- Pull routine mailing and email lists for monthly eNews, important fund updates, and donor solicitations.
- Build and maintain Microsoft Word merge templates for gift acknowledgement letters, fund statements, and other automated communications.
- Update donor portal messaging as needed.
- Work with the Communications team to ensure consistency between communications-specific tools and CommunitySuite, such as tracking profiles that have unsubscribed from Foundation emails.

IT Support

This role will work closely with the Operations and IT Manager to assist with rollout and implementation of major IT initiatives, provide IT support for virtual and in-person meetings, and assist staff with routine IT troubleshooting.

- Work with Operations and IT Manager to support the research, migration and implementation of a cloud-based file system. Assist with ongoing staff training and implementation needs.
- Work with IT consultant to provide IT support and troubleshooting such as login problems, connectivity issues, software questions, etc.
- Manage training campaigns and phishing tests within IT security platform.
- Build and maintain forms in Formstack, a custom form creation and survey platform.
- Provide virtual and on-site technical support as needed to staff during webinars and hybrid meetings.

Operations and Service Support

This role will support operations by being cross-trained on gift entry, grant processing, and scholarship processing to provide support to other team members as needed. This role will work closely with the Donor Services Specialist and Donor Relations Officers to assist with donor responses, acknowledgement, and stewardship as well as provide administrative support as needed.

- Gift processing: research and communicate, both with staff and donors, about pending gifts. Enter gift data and maintain organized electronic and hard copy backup files. Send gift acknowledgment letters.
- Grant and accounts payable processing: collect and verify bank information for grantees and payees. Communicate with staff, donors, nonprofits and payees to vet payment requests. Enter payment data and maintain organized electronic and hard copy backup files. Research and follow up on uncleared payments.
- Scholarship processing: support student, school, and donor communication efforts. Support the administration of the scholarship application and review process in Blackbaud Award Management. Process scholarship award payments in CommunitySuite.
- General operations support: generate fund statements in CommunitySuite on a monthly, quarterly, and annual basis. Monitor workflows and communicate with staff in Asana to ensure projects are moving forward on schedule.
- Donor services support: work closely with other Donor Relations team members to monitor various inquiry channels and provide timely responses. Assist in the setup of new funds including tracking incoming gifts, saving new fund documentation, and follow-up stewardship communications.

Other duties as assigned.

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

Job requirements and qualifications

Experience

1-2 years of experience in nonprofit sector preferred.

Training requirements (licenses, programs or certificates)

None required

Other knowledge, skills and abilities

- Ability to quickly learn and adopt new technologies.
- Ability to implement new technology tools to increase efficiency.
- Possess a high degree of accuracy and attention to detail. Excellent organizational and workload prioritizing skills.
- Commitment to providing excellent customer service.
- Effective problem-solving skills essential.
- Ability to handle multiple tasks simultaneously and meet designated deadlines.
- 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 operate in a confidential way dealing with highly sensitive organizational, personal, financial and legal information.
- Proficient in Microsoft Office products, electronic data management, and internet software. Foundant CommunitySuite or Blackbaud Awards Management experience a plus.
- 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

- Currently in a remote-work environment due to the COVID-19 pandemic; staff expected to return to work in a hybrid office setting once office reopening plan is established.
- 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: approximately \$45,000 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 plus 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. Application review will begin on January 14, 2022.

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.