

Job title Donor Service Coordinator	Department Donor Relations
Reports to Donor Service Manager	Supervises N/A
FLSA status Non-exempt	Hours Full time
Date April 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 \$440 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 \$450 million to nonprofits across Central Texas and beyond.

The Foundation's physical office closed in March 2020 due to the COVID-19 pandemic. Employees may select an in-office or hybrid work environment as office reopening plans continue to be implemented.

Job summary

The primary responsibilities of this position are to provide exemplary service to Foundation fundholders, donors, and other constituents, process fund transactions in an accurate and timely manner, and provide administrative support for Austin Community Foundation operations and donor services.

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

Donor Service

This role works collaboratively with the Foundation team to deliver best-in-class customer service to all Foundation constituents. This position will:

- Respond to inquiries via phone, email and other established communication channels.
- Support implementation of a team-based service model, including maintaining documentation and providing stellar service to team funds.
- Provide responsive service 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.
- Work proactively with the Donor Relations and Operations teams to coordinate service and maintain proper data, documentation and reporting related to services provided.
- Support Donor Relations officers with administrative tasks to ensure timely and accurate service to fundholders.

Operations

This role plays an integral role in the Foundation team that ensures operations, transactions, and business functions are accomplished with the highest level of efficiency and accuracy. This position will:

- Track and process incoming check, ACH, credit card, and employee giving contributions. Generate and distribute gift acknowledgment letters via mail and email.
- Process donor advised grants and designated distributions, communicating with staff, fundholders and grantees to ensure IRS compliance.
- Process accounts payable for fund expenses, communicating with staff, fundholders, and vendors as needed.
- Process seasonal scholarship applications and payments, providing ongoing support to applicants, reviewers and colleges.
- Maintain accurate constituent data records.
- Provide technical and administrative support to Donor Relations and Finance departments.

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

- Two years of experience providing customer service or processing financial transactions preferred.

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 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 and/or Asana 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

- 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, 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.