



**Job title**

Donor Service Coordinator, Grants and Scholarships

**Department**

Donor Relations

**Reports to**

Senior Grants Management Specialist

**Supervises**

N/A

**FLSA status**

Non-exempt

**Hours**

Full time

**Date**

September 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.

**Job summary**

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

Austin Community Foundation offers a hybrid work environment. This role includes functions that are appropriate to complete remotely and those that require the employee to be onsite. 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.

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

**Grants and Scholarship Administration**

- Administer weekly grant process for donor advised funds. Monitor CommunitySuite, grants inbox, Modern Giving app, and other channels for incoming and recurring grant recommendations from fundholders.
- Review all grant requests for eligibility and charitability. Confirm proper request and approval policies are followed and communicate relevant information to appropriate Foundation team members. Maintain backup documentation for all processed grants and grant requests.
- Support the administration of the Foundation’s seasonal scholarship application, selection, and award process. Use scholarship management tool to administer applications based on scholarship criteria.

- Maintain data for students, schools, committee members, and award information in scholarship management tool. Create and update grantee profiles in CommunitySuite. Maintain data integrity across all platforms.
- Oversee grant and scholarship electronic payments and checks as they are printed, signed, and mailed on a weekly basis. Coordinate the collection and verification of payee ACH information as needed.
- Maintain a basic understanding of IRS regulations as they relate to grant and scholarship administration.
- Maintain knowledge and proficiency in CommunitySuite database, as well as Foundant GLM (grant lifecycle management tool) and scholarship application platform to provide technical support for stakeholders including applicants, grant recipients, reviewers, donors, and fundholders.
- Effectively communicate with a wide variety of audiences including donors, fund representatives, committee members, students, families, school counselors and college financial aid offices about scholarship applications, deadlines and other inquiries.

#### **Accounts Payable Processing**

- Process accounts payable requests for fiscal sponsorship and other applicable funds.
- Support Operations and Finance teams in implementing effective and efficient approval processes and procedures.
- Provide technical support to vendors and fundholders.
- Collect and verify payee ACH information as needed.

#### **Donor Service**

This position helps ensure ACF donors and fundholders experience exemplary service by supporting the Donor Relations team in the following:

- Monitor and respond to incoming inquiries via designated channels (email, phone, mail) in a timely manner, ensuring each inquiry reaches resolution.
- Support implementation of a team-based service model, including maintaining documentation and providing stellar service to internal and external clients.
- 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.
- Provide general support to Donor Relations Officers, enabling the team to provide high engagement and service for VIP clients.
- Remain cross-trained in the routine functions of the Donor Relations team to ensure consistent service and coverage.

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, preferably in the nonprofit sector.

### 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 manner 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, or BlackbaudAwardManagement 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

- 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

To apply for this position, please submit your resume and cover letter to Kim McCrary at [apply@austincf.org](mailto: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.*