



Job title Fund Service Manager	Department Donor Relations
Reports to Vice President, Donor Relations	Supervises None
FLSA status Exempt	Hours Full time

Date
January 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 \$535 million in assets in more than 1,300 charitable funds. Since its creation in 1977, the Foundation has granted more than \$515 million to nonprofits across Central Texas and beyond.

Job summary

The Fund Service Manager plays an integral role in providing best-in-class customer service to donors and fundholders and maintaining smooth and effective operations at the Foundation. This position oversees a portfolio of funds with complex needs and strives to support fundholders in meeting their philanthropic goals while ensuring efficient and effective execution of routine operations such as donations, grants, accounts payable, and reporting for the portfolio.

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

Fundholder Relations

- Manage a portfolio of funds that includes fiscal sponsorship, field of interest, designated, agency, and tribute/memorial funds. Serve as a primary point of contact for individual donors, funder collaboratives, community coalitions, and nonprofit agencies associated with the portfolio.
- Provide best-in-class service to donors, vendors, and grantees associated with the portfolio of funds. Provide both proactive and reactive service and stewardship that aligns with ACF's commitment to the community.
- Respond to new fund inquiries. Vet new opportunities for viability and alignment with ACF's operational model. Manage new fund processing and onboarding.

Operations

- Serve as liaison between ACF Operations and Finance teams and fund representatives. Ensure fundholder and project needs are met in a manner that integrates with ACF systems, processes,

and policies. Maintain thorough knowledge of ACF operational and accounting systems. Learn and maintain knowledge of current nonprofit accounting practices and IRS regulations in order to provide meaningful support to fundholders.

- Provide oversight for the transactional activity of the portfolio. Approve grants and accounts payable on a weekly basis to ensure compliance, accuracy, and relevance. Track incoming donations and payments to monitor activity and support operations team as needed with gift questions. Provide reporting for internal and external clients on transactional activity as needed.
- Develop resources and training materials including written documents, videos, webinars, etc. for fund representatives to help mitigate operational questions and issues and support their philanthropic goals.
- Assess portfolio annually: assess fund activity and purpose to ensure alignment with defined goals as well as ACF services and strategy. Communicate with fund representatives to implement updates or changes, exit inactive and low balance funds, modify services, and change fund types as appropriate.
- Work with leadership to optimize services and products that balance the needs of the fund holder and community while aligning with ACF's strategic priorities and operational strengths.

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

- Five years of experience in a service-oriented position in the nonprofit sector required.
- Nonprofit operations experience required; accounting experience a plus.

Training requirements (licenses, programs or certificates)

- None required

Other knowledge, skills and abilities

- Commitment to providing excellent customer service.
- Possess a high degree of accuracy and attention to detail.
- Excellent judgement and confident decision-making skills.
- Technical proficiency; ability to implement new technology tools to increase efficiency. Preferred experience with project management and workflow tools such as Asana.
- Effective problem-solving skills are essential.
- Ability to manage multiple priorities simultaneously and meet designated deadlines.
- Excellent verbal and written communication skills. Ability to write clearly with proper grammar, spelling and punctuation. Ability to communicate complex information (ex. IRS regulations and accounting practices) to a variety of audiences.
- Ability to work effectively as part of a team and work independently with modest supervision.
- Willingness to support other team members during high volume periods.
- 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 occasional 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. Foundant CommunitySuite 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: \$65,000 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. The 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.