

Job title

Operations and Service Coordinator:
Accounts Payable and Scholarships Lead

Department

Donor Relations

Reports to

Senior Manager, Operations and Service

Supervises

N/A

FLSA status

Non-exempt

Hours

Full time

Date

October 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 Accounts Payable and Scholarships Lead is to process Accounts Payable and Scholarship payments as well as provide Scholarship support at the Foundation. This role is also required to provide in-office support to the Foundation approximately 20-30% of the time. Essential responsibilities and duties include, but are not limited to, the following:

- Process accounts payable requests for fiscal sponsorship and other applicable funds.
- Support the administration of the Foundation's seasonal scholarship application, selection, and award process.
- Monitor and respond to inquiries from scholarship constituents and provide technical support to Foundant Scholarship Lifecycle Management tool users.

- Process scholarship payments and coordinate the collection and verification of payee ACH information as needed.
- Provide ongoing technical and administrative support to Donor Relations and Finance departments.
- In areas of primary responsibility, conduct ongoing process and procedure documentation, review and update existing operations procedures as needed, and identify inefficiencies and areas for process improvement.

Secondary Function

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

- Administer weekly grant process for donor advised funds.

Office Support

Provide in-person office support to the Foundation on assigned days as part of the service team to create a welcoming atmosphere for staff and visitors as described in the Office Assistant Duties Checklist. This role is required to provide in-office support approximately 20-30% of the time. Duties include:

- Open office for business by 9:00 am; close the office at 5:00 pm.
- Greet visitors and oversee guest reception process.
- Set up and break down the conference rooms for meetings and maintain working knowledge of A/V equipment.
- Pick-up and setup for meeting meal needs.
- Ensure all office common areas are tidy and adequately stocked for staff and visitors.

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 Model 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. 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.