



FOUNDATION ADMINISTRATOR JOB DESCRIPTION

POSITION OVERVIEW:

The Foundation Administrator plays a pivotal role in delivering exceptional service to fundholders, nonprofits, and visitors, while efficiently managing programs and operational responsibilities. This position will support multiple team members and requires a detail-oriented professional with excellent organizational, communication, and project management skills who thrives in a dynamic team-oriented environment. This position reports to the Vice President of Nonprofit Engagement.

PRIMARY RESPONSIBILITIES:

The following areas of focus are essential for the Foundation Administrator:

Client Experience Responsibilities:

- *Reception:* Serve as the first point of contact for fundholders, visitors, and callers, delivering a professional and warm welcome. Answer phone calls, provide assistance, and relay messages accurately.
- *Fundholder Services:* Build strong relationships with fundholders and nonprofits, ensuring exceptional client service. Accurately capture and manage information in Foundant to facilitate seamless service delivery.
- *Fund and Profile Management:* Maintain fund data integrity, review opened funds for accuracy, oversee fund closure processes, and manage fundholder campaigns and profiles.

Program Responsibilities:

- *Nonprofit Network and GROW:* Serve as the liaison and primary contact for GROW attendees and presenters. Coordinate logistics such as registrations, program materials, attendance tracking, venue preparation, and technology support. Manage the Nonprofit Network Listserv efficiently.
- *Foundation Directory Online (FDO):* Oversee FDO inquiries, appointments, and usage tracking for reporting purposes.
- *Grant Programs:* Support grant cycle launches and manage materials, applications, and reports while coordinating logistics for grant programming and events.

- *Oak Society*: Coordinate Oak Society program materials, invitations, RSVPs, and venue logistics with meticulous attention to detail.
- *External Grant Cycles*: Assist in managing activities and responsibilities tied to external grant cycles.

Operational Responsibilities:

- *Mail*: Process incoming and outgoing mail, document donations, and communicate with appropriate team members.
- *Supplies*: Manage office supplies and equipment inventories.
- *Technology*: Manage conference room bookings, collaborative listservs and other technological needs.
- *Nonprofit Phone System*: Administer phone system operations and assist with scheduling meetings and calls.

General Responsibilities:

- *Client Service*: Provide exemplary client service, addressing inquiries promptly and resolving issues effectively.
- *Confidential Information*: Handle confidential information with the utmost discretion and professionalism.
- *Collaboration*: Collaborate with team members to foster a positive and productive work environment.
- *Other*: Other projects/duties as assigned for the overall benefit of the organization.

POSITION QUALIFICATIONS AND SKILLS:

- Strong problem-solving abilities and adaptability to dynamic situations.
- Detail-oriented mindset combined with excellent organizational skills.
- Ability to manage multiple tasks and projects simultaneously while meeting deadlines.
- Positive, team-oriented attitude with a proactive and self-motivated work ethic.
- Exceptional written and oral communication skills tailored to diverse audiences.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Undergraduate degree or equivalent related experience preferred.
- Professional experience in a related role required.
- Level of experience to be self-reliant in the operation of Microsoft Office, Outlook, Zoom and other commonly used business technologies.

WHY JOIN US: At the North Georgia Community Foundation, we value professionalism, collaboration, and dedication to excellence. This role is an opportunity to make a meaningful

impact while working alongside a dynamic and supportive team. Competitive salary and benefits.