

## THE FOUNDATION

The Foundation partners with donors to champion their causes and improve local quality of life. Since 1967, we've done this by taking leadership on civic issues, investing in our community and nurturing philanthropy. Thanks to our more than 1,000 donors, we currently manage close to \$350 million in assets and have made \$350 million in grants that create opportunities for residents, make Miami-Dade County more resilient and foster home-grown creativity.

## POSITION DESCRIPTION

The Foundation is committed to providing the highest-quality service to its Fundholders and stakeholders, which includes accurately maintaining constituent data, processing of financial transactions and administering a welcoming and organized office. The **Operations Assistant** will help maintain the quality of IT data records, assist with processing of finance gifts and payments through our IT system and support daily office operations by managing the front desk and office-wide resources and supplies needed by the 27-member staff team.

This position reports to the Chief of Staff

## PRIMARY RESPONSIBILITIES:

**Data Support:** Ensure accuracy of records in the constituents system (Blackbaud Raiser's Edge ~ 80K+ donors, nonprofits, stakeholders) and its alignment with Blackbaud Financial Edge (vendors) and Grants Edge (grantees)

- Work with departments to execute priority projects to clean-up existing data, particularly in terms of eliminating duplicate records and ensuring complete and correct attribute coding of records
- Use system queries to help staff proactively monitor data quality, identify problems, reduce data entry errors and record duplication, streamline data entry processes and ensure record consistency across systems
- Develop written guidelines that document data entry protocols/processes for entering and updating data records information and Foundation use of information policies; coordinate staff training, support and feedback
- Manage event attendee RSVPs via Raiser's Edge to ensure data is moved accurately to constituent records
- Conduct special data-related projects to support departments as assigned

**Finance Support:** Provide 20-hours of staff time to assist with Finance Department activities

- Provide weekly backup for the department's Accounts Payable and Accounts Receivable processes to ensure the Foundation meets deadlines for issuing payments and acknowledging gifts
- Assist with preparations for quarterly Board Investment Committee and Audit Committee meetings including compiling data and documents, setting up for meetings and producing meeting minutes
- Assist in compiling data and reports needed for annual audit process and filing various reports to regulatory entities throughout the year
- Provide assistance to the Finance Department on other duties as assigned

### Office Support

- Staff front desk to welcome and assist office visitors and callers with general information or connect to staff
- Manage and maintain shared spaces and supplies: orderliness of meeting rooms, kitchen, supply storage; inventory and ordering of office supplies
- Coordinate use of meeting rooms by external organizations
- Manage shared office equipment (i.e. phone system, main copier, postage machine, laptops); coordinate service and repairs; train and support staff (and guests as needed) on how to use equipment
- Manage mail to ensure staff documents are sent and mail received is distributed to appropriate staff; handle courier requests as needed and log to ensure accurate accounting charges
- Manage updating and sharing information on staff - i.e. contact lists, birthdays, work anniversaries, etc.
- Assist with Foundation events, in-office meetings and other duties as assigned

## **POSITION REQUIREMENTS**

### **Experience, Abilities & Skills**

- Minimum of two years of experience in a role involving Customer Relationship Management (CRM) systems, preferably on Blackbaud Raiser's Edge; Blackbaud Financial Edge is an additional plus
- Bachelor's degree, preferred, in an area related to business, administration, data or finance
- Process-oriented with exceptional abilities in attention to detail, accuracy, organizing, time management, managing multiple tasks, setting priorities
- Excellent interpersonal skills to engage/work with diverse staff and external constituents
- Professional demeanor and excellent customer service-orientation and abilities
- Excellent abilities in proactively identifying, analyzing, and solving problems
- Excellent skills in effective communication, written and verbal
- Strong proficiency in Microsoft Excel as well as other Office suite applications (e.g. Word and Outlook)
- A self-starter who demonstrates resourcefulness, initiative and collaboration

This list of essential responsibilities and requirements is not intended to be exhaustive. The Miami Foundation reserves the right to revise this job description as needed to comply with actual job requirements.

## **SPECIFICS**

- Status: Full-Time, Non-Exempt
- Salary: Compensation commensurate with experience and qualifications

Please submit a cover letter summarizing your education and experience related to this position, and a resume to Julie Vives, Chief of Staff, at [jvives@miamifoundation.org](mailto:jvives@miamifoundation.org).