

THE FOUNDATION

The Miami Foundation is a \$350 million community foundation focused on building a more equitable and resilient Miami for all who call this place home. Since 1967, we've done this by taking a leadership stance on civic issues, investing in our community and nurturing philanthropy. In partnership with more than 1,000 donors, we invest upwards of \$50 million each year to strengthen our greater community. We lead a large regional giving day to inspire all locals to become philanthropists, we mobilize leaders to unite around common priorities for community impact, we shine a light on critical issues from climate resilience to census turnout, and we work to strengthen the base of nonprofit organizations who stand at the frontlines addressing the greatest needs facing our community.

POSITION DESCRIPTION

The Foundation is committed to providing the highest-quality service to its Fundholders and stakeholders, which includes accurately maintaining constituent data, administering a welcoming and organized office and providing support to a fast-paced team. The **Operations Assistant** serves a support role to our organization at large, managing our front desk and attending to office-wide needs including resource and supply management, HR and operations support, data system management, event support, and staff administrative assistance.

This position reports to the VP and Chief Operating Officer

PRIMARY RESPONSIBILITIES:

Office/Team 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 and internal staff
- Manage and keep logs of all shared office and AV equipment (i.e. phone system, main copier, postage machine, laptops, computer equipment); coordinate service and repairs; train and support staff (and guests as needed)
- Daily management of 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
- Serve as primary point of contact with building manager for office maintenance issues
- Manage updating and sharing information on staff - i.e. contact lists, birthdays, work anniversaries, etc.
- Schedule meetings and team building sessions as required
- Promptly answer the questions of staff and other stakeholders
- Providing excellent customer service and maintaining relationships with office vendors
- Assist with Foundation events, in-office meetings and other duties as assigned
- As appropriate, assist other departments and work as a member of interdepartmental teams to ensure the effective and efficient operations of the Foundation

HR Support

- Assists with administrative aspects of the recruitment process, including posting open positions; reviewing, routing and archiving resumes; scheduling interviews; handling correspondence with applicants; and coordinating background checks
- Prepares new hire paperwork, employee handbook and physical and electronic personnel files for new employees. Ensures return of all relevant paperwork from employees.
- Assists with employee onboarding and orientation as appropriate.

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

POSITION REQUIREMENTS

Essential Qualities

- Sense of humor, creativity and an appreciation of the role of philanthropy in building community
- Proven ability to work as a team player with diverse groups
- Highly motivated, self-starter with strong organizational skills and ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Attention to detail and accuracy, ability to plan and organize, strong communication and problem solving skills
- Process-oriented with exceptional abilities in attention to detail, accuracy, organizing, time management, managing multiple tasks, setting priorities
- Strong interpersonal skills
- Ability to handle confidential information with discretion
- Highly resourceful team-player, with the ability to also be extremely effective independently and be proactive with approaches to problem-solving with strong decision-making capability
- Commitment to diversity, accessibility and inclusion
- Excellent time and task management skills as evidenced by a proven ability to efficiently and effectively handle multiple tasks at the same time as well as appropriate delegation
- High level of integrity, professional maturity and sound judgment

Desired Experience

- Minimum of two years of experience in a role involving Customer Relationship Management (CRM) systems, preferably on Blackbaud Raiser's Edge NXT; Blackbaud Financial Edge NXT is an additional plus
- Bachelor's degree, preferred, in an area related to business, administration, data or HR
- Strong proficiency in Microsoft Excel as well as other Office suite applications (e.g. Word and Outlook)

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

- Position available: Immediately
- Status: Full Time, Non-Exempt
- Salary: \$36,000-45,000, commensurate with experience and qualifications
- Please submit resume and cover letter to hr@miamifoundation.org.

The Miami Foundation's Anti-Discrimination Policy - The Miami Foundation shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers, selection of vendors, and provision of services.

The Miami Foundation practices and champions inclusiveness in our community. We honor the diverse strengths, needs, voices, and backgrounds of all members of our community. Candidates from traditionally marginalized communities are especially encouraged to apply.