

FOUNDATION FOR THE CAROLINAS

JOB DESCRIPTION

Title : Administrative Assistant, Centers for Giving Division/Department: Philanthropic Advancement

Reporting To: Vice President, Philanthropic Advancement & Centers for Giving

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Contract

POSITION SUMMARY

The Administrative Assistant, Centers for Giving serves as the primary support for the day-to-day activities of the Vice President, Philanthropic Advancement & Centers for Giving and provides administrative, client and project support for the professional team serving our personal, nonprofit and corporate relationships. This includes general clerical and administrative support and assistance with managing the relationship management functions for clients and prospective clients (calendar, communication, materials, meeting preparation and follow up) served by the team.

As this position supports the Centers for Giving team, it requires high attention to detail, strong communication skills and responsiveness, as well as flexibility and adaptability within a fast-paced environment of competing priorities and requests. The role requires a well-organized, self-starter who is adept at executing a variety of responsibilities and is comfortable navigating new systems.

DUTIES & RESPONSIBILITIES

Administrative Support – Staff Focus

- Provide full administrative and project-based support to the Vice President, Philanthropic Advancement & Centers for Giving, including calendar management, scheduling meetings, action entries, communication support (phone calls and emails) and business process tracking.
- Provide general organizational and administrative support for members of the Centers for Giving Team
- Support Centers for Giving Team in handling complex client inquiries, troubleshooting and basic customer service matters, and working in close collaboration with other FFTC departments.
- Coordinate team review and circulation of mailing lists, internal documentation, marketing collateral, and sponsorship opportunities
- Draft spreadsheets, charts and graphs, and review prepared documentation for accuracy.
- Review separate PA Team project-based email boxes and phone lines to direct inquiries to the appropriate team resource.
- Assist with new fund opening process (gathering signatures, completing checklist, ensuring necessary documentation received)
- Serve as part of the back-up rotation for reception coverage, which may include staffing during opening, morning & afternoon breaks, lunches and additional coverage as needed

Administrative Support – Client & Prospect Focus

- Support development of new business by preparing PowerPoint presentations, drafting letters and proposals, and performing other business development tasks, including scheduling and confirming meetings and preparing prospecting packets
- Perform prospect research and review materials for prospect meetings; designing and maintaining prospect tracking system and diary system for follow ups
- Assist with the preparation of materials for Annual Philanthropic Reviews and other client meetings – including agendas, reports, summaries, and presentations for relationship managers
- Record prospect and existing client information in FFTC’s software system to help build, track and monitor prospect solicitation and cultivation; run reports and queries as needed
- Generate reports as requested, including exports from databases, list generation and mail merges
- Support logistics and planning for events and programs in the Centers for Giving
- Provide prompt, high level customer service support in response to calls related to funds and general questions regarding the work of the Foundation
- Develop a command of FFTC products and services offered to speak knowledgeably to prospects and fundholders
- Special projects as assigned

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

JOB QUALIFICATIONS

- 3+ years of administrative support work experience
- Experience working in a tax-exempt organization or financial institution preferred
- Excellent computer skills including detailed knowledge of all Microsoft Office applications (Word, Excel, Outlook, PowerPoint and Teams)
- Experience with CRM tools
- Strong project management, organizational and scheduling skills
- Responsive, service-oriented work style
- Ability to multi-task, adapt, work under pressure and maintain deadlines
- Ability to work both independently and as part of a team
- Strong written and verbal communication skills
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 7 or less.

- All Employees: Communication & Interpersonal Skills
- Executive Team: Leadership Strategic Thinking Fiscal Stewardship
- All Supervisors: Delegating Responsibility & Empowering Employees Managing Employee Performance Ensures Consistent Policies & Practices

General:

- | | | |
|---|---|--|
| <input type="checkbox"/> Affiliate Management | <input type="checkbox"/> Budgeting & Cost Awareness | <input type="checkbox"/> Building Organizational Commitment |
| <input type="checkbox"/> Building Team Environment | <input checked="" type="checkbox"/> Client Records | <input type="checkbox"/> Concern for Employee Satisfaction |
| <input type="checkbox"/> Customer Skills | <input checked="" type="checkbox"/> Dependability | <input type="checkbox"/> Ensures Proper Training in New Technologies |
| <input type="checkbox"/> Entrepreneurial Orientation | <input type="checkbox"/> Equipment Skills | <input type="checkbox"/> Fund Management |
| <input type="checkbox"/> Implementing New Technologies | <input type="checkbox"/> Initiative | <input type="checkbox"/> Innovative Thinking |
| <input type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input checked="" type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input type="checkbox"/> Product Knowledge |
| <input checked="" type="checkbox"/> Productivity | <input type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Quality of Work |
| <input type="checkbox"/> Relationship Building/Networking | <input type="checkbox"/> Results Oriented | <input type="checkbox"/> Technical Skills |
| <input checked="" type="checkbox"/> Time Management | <input type="checkbox"/> Training & Development | <input type="checkbox"/> Writing Skills |