



Job Opportunity Posting

Posting Date: 10/11/2021
Post Expires: 10/25/2021
Title: **Operations Administrator I - (Online Services)**
Grade: 16– Non-Exempt
Department: Operations
Posting Number: HR 21-10-1

Position Summary

This position is responsible for the ongoing administration, reporting, and customer support for the Foundation's online fundraising and charitable solutions.

Scope & Breadth of Position

This position reports to the Manager of the Online Services unit.

Essential Job Accountabilities

- Setup, maintenance, and reporting for the Foundation's online fundraising and charitable solutions, including Donor-Advised and online giving funds systems, accounting system, the donor & fund administrator portals, charitable organization databases, and event management systems.
- Processing of online user application, registrations, establish new funds, grant recommendations and withdrawal request.
- Place outbound and accept inbound calls, process email requests as needed, which may include but are not limited to address and payment changes, declined/rejected payments, account instructions, online access issues.
- Provide technical support to online Donors, Fund Administrators, and Advisors.
- Provide a variety of gift, fund, constituent, and activity reports to management.
- Maintain policies and procedures for all assigned responsibilities.
- Constantly seek ways to improve processes and increase productivity.

Relationships:

Strong communication skills are essential. Professional written and verbal communication are required to effectively communicate with internal and external clients. Must be able to work in a team environment.

Experience and Job-Related Requirements

- Associates Degree in Business or Computer Science or experience equivalent required. Bachelor's degree preferred.

- Proficiency in Microsoft Office applications and creating Excel reports required. Experience creating advanced Excel formulas and Access/SQL queries a plus.
- Experience using web content management systems and maintaining websites required (posting content online, troubleshooting and resolving performance issues, collaboration with hosting and software providers, providing technical support). Experience with HTML, CSS, or JavaScript a plus.
- Demonstrated experience learning and implementing new technologies to their maximum potential, including independent troubleshooting as well as identifying and pursuing resources for training, extended learning, and problem-solving.
- Knowledge of the Blackbaud suite of products is desired.
- Ability to multi-task and meet established deadlines with minimal supervision.
- Excellent research and problem-solving abilities.
- Discipline to pay strict attention to detail and accuracy.
- Strong mathematical aptitude and proficiency in logical reasoning skills.
- Accountable, dependable, and self-motivated.

Physical Requirements

- Ability to communicate orally with management and co-workers, both individually and in a group/team. Regular use of the telephone and e-mail for communication is essential.
- Sitting for extended periods is common. Hearing and vision within normal ranges is essential for normal conversations, to receive ordinary information and to prepare or inspect documents.
- No heavy lifting is expected. Exertion of up to 10 lbs. of force occasionally may be required. Good manual dexterity for the use of common office equipment such as computer terminals, calculator, telephone, copiers, and FAX machines.
- Good reasoning ability is required to solve a wide range of business problems. Able to apply statistical and mathematical calculations required. Able to understand and utilize financial reports and legal documents to conduct business.

Work Environment

- The job is performed indoors in a traditional office setting. Activities include extended periods of sitting and extensive work at a computer monitor and/or calculator.

Forward resume to Lisa Pesavento
lisa.pesavento@presbyterianfoundation.org
Attn: HR Posting #21-10-1

“The Presbyterian Foundation is an Equal Opportunity Employer”