



OPERATIONS ADMIN MANAGER

Posting Date:	5/3/2023
Department:	Operations
Posting Number:	HR 23-5-01

Position Summary

This position is responsible for the day-to-day supervision and coordination of the Administrative Services team. This includes managing tasks associated with address and bank changes, processing outstanding checks and ACH rejects, incoming and outgoing mail, the scanning and indexing of documents, verifying 501(c)(3) tax information and PCUSA relatedness categories for charitable beneficiaries. Responsible for call center inbound and outbound calls and reporting. Delivering high standard of quality when responding to incoming client services calls and correspondence. Primary liaison for the New Covenant Funds mutual fund family. Oversees the administration of life income fund plans.

Scope and Breadth of Position

This position reports to the Vice President of Operations.

Essential Job Accountabilities

- Provide leadership to the Administrative and Client Service team by providing guidance, support and development as needed.
- Oversee strategies and reporting for inbound Call Center.
- Consistently provide accurate and timely results to internal and external clients.
- Ensure Special Gift Committee decisions are accurately documented and saved.
- Makes decisions affecting paper document retention based on guidelines.
- Ensure policies and procedures are current and proper controls are in place for all tasks.
- Ability to create and produce reports are required.
- Promote teamwork and cooperation throughout the organization.

Relationships

Must be a team player and possess the ability to work closely with the other members of the Operations Management Team. Also interacts with staff members from other departments within the organization, New Covenant Trust Company, internal and external clients as well as various vendor contacts.

Experience and Job Related Requirements

- Bachelor's Degree in Business, Finance or Accounting or experience equivalent required.
- Strong customer service and excellent communication skills are essential.
- Professional written and verbal communication is required to effectively communicate with internal and external clients.

- 3-5 years' experience in a leadership role guiding, coaching teams, supervising, managing, and evaluating the performance of others required.
- Must possess strong planning, organizational, and interpersonal skills.
- Flexibility to handle multiple tasks, manage simultaneous projects and meet established deadlines with minimal supervision.
- Proficiency in Microsoft Office applications.
- Excellent research and problem-solving abilities.
- Strong commitment to details.
- Experience developing policies, procedures, and workflow design.
- Ability to coordinate workflow, assign duties, give written and oral instructions, motivate teams, maintain productive environment and examine work for quality.
- Good reasoning ability is required to solve a wide range of business transactions. Able to apply statistical and mathematical calculations required. Able to understand and utilize financial reports, contracts, and negotiation tactics.
- Quick and competent learner with strong work ethic.
- Knowledge and conceptual understanding of various internal systems, including Giftwrap, Trust Accounting systems, Blackbaud products, WebEx calling and reporting.
- Basic knowledge of the structure and mission of the Presbyterian Church (U.S.A.).

Physical Requirements

- Ability to communicate orally with management, co-workers, and outside contacts, both individually and in a group/team.
- Regular use of the telephone and email 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.
- Some lifting is expected. Exertion of up to 10 lbs. of force occasionally may be required.
- Good manual dexterity for the use of standard office equipment such as computer keyboard, calculator, telephone, and copiers.

Work Environment

- Job is performed indoors in a traditional office setting.
- Activities include extended periods of sitting and extensive work at a computer monitor.

**Forward resume to Yveshia Klingman
careers@presbyterianfoundation.org**

Attn: HR Posting #23-5-01

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