

THE GREATER HOUSTON COMMUNITY FOUNDATION
POSITION DESCRIPTION
June 25, 2021

Job Title: Donor Services Assistant
Reports to: Director of Donor Services

We are seeking an exemplary, detail-oriented candidate who brings experience, skill, and passion to our Donor Services Department.

The Donor Services Assistant holds an important position within the donor services team at the Greater Houston Community Foundation (GHCF). The ideal candidate will have excellent customer service skills, ability to interact and communicate well with others, must be well organized and be able to multi-task in a fast-paced setting. In addition, you must be self-motivated, professional, and dependable.

This position is responsible for providing excellent initial contact for callers and providing general administrative support to the Donor Services Department. Interested parties should send a cover letter and resume to [hiring@ghcf.org](mailto: hiring@ghcf.org).

Job Responsibilities:

- Provide "front-line" quality service for GHCF clients by handling incoming calls and emails
- Assist the Director of Donor Services and other department personnel on specialty services
- Maintain filing systems so that information is organized and easily accessible
- Handle miscellaneous operational activities and special projects as needed
- Serve as a back-up to front office receptionist

Qualifications and Experience:

- Associates degree preferred
- 2+ years' experience in customer service role and relevant office-related experience
- Ability to multi-task, respond to deadlines, handle detailed and confidential information
- Handle clients in a positive and professional manner, while maintaining quality customer service and ensuring donor satisfaction as a top priority
- Superior interpersonal, written and oral communication skills; ability to work successfully with a variety of clients, populations and staff
- Excellent organizational skills; ability to plan workflows, handle multiple tasks simultaneously, manage details, problem solve, meet deadlines and communicate progress regularly to supervisor
- Strong computer skills including word processing, spreadsheets, and custom database systems

Physical Requirements:

- Ability to lift, carry, push, pull or otherwise move files up to 5 pounds frequently and up to 20 pounds occasionally
- Ability to stoop, kneel, crouch or reach frequently
- Ability to remain in a stationary position approximately 85% of the time
- Ability to move about inside the office to access file cabinets, office machinery, etc. approximately 15% of the time
- The person in this position constantly communicates with clients and must be able to exchange accurate information in these situations.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.