

Guest Services & Office Manager

*The Community Foundation strengthens our communities
through the power of collective giving
and partnerships, investing permanent funds
to provide grantmaking resources that last forever.*

OUR ORGANIZATION

The [Community Foundation of the Chattahoochee Valley](http://www.cfcv.com), (“CFCV,” mission above) is a \$430-million organization that makes some \$30 million in charitable grants annually from its more than 360 Funds and is housed in the historic former Coca-Cola Bottling Company building, now a central gathering place for philanthropic partnerships. So far in its 28 years of history, CFCV’s pooled investments have generated more than \$240 million in net philanthropic value for its more than 375 charitable Funds. As the premier center for thoughtful philanthropy for people who want to make their Chattahoochee Valley communities better, both during and after their lifetimes, CFCV serves 11 counties in Georgia and one in Alabama.

JOB SUMMARY

The Guest Services and Office Manager supports the CFCV team to ensure effective, seamless operations that advance CFCV’s mission across the Chattahoochee Valley.

The position includes: 1) extending a first-contact welcome to every CFCV guest via phone, visit, or online inquiry; 2) managing the needs of those who use the CFCV office, including contracting/procurement of supplies, equipment, and related vendor services; and event planning, setup, and takedown 3) providing support to the Board of Trustees.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Guest Services:

- Welcome donors, grantees, volunteers, vendors, and other visitors warmly and professionally.
- Direct guests to the correct staff member, department, or meeting room.
- Answer, screen, and forward incoming calls on a multi-line phone system.
- Record accurate details from callers and relay them to the appropriate people.
- Answer general emails and sort or send out physical mail and courier packages.

Office Management:

- Oversee physical administration including receptionist functions, technology support, safety, security, emergency protocols, and operational support for staff, events, and meetings.
- Develop and implement operational systems, processes, policies, and training for effective administration of the physical administration.
- Ensure a safe, clean, and fully operational work environment by coordinating timely, high-quality maintenance and repairs for property management, equipment, and infrastructure support systems with outsourced service providers.
- Develop and implement a procurement system to keep the office consistently stocked with adequate supplies and resources.

Support to the Board of Trustees:

- Function as the primary administrative liaison to the board.
- Coordinate board and committee meetings and activities, including new member orientation, organizing and distributing meeting materials, and recording minutes.
- Maintain the board documents including rosters, meeting packets, manuals, and all necessary compliance forms.

Event Support and Other Roles:

- Coordinate end-to-end logistics for meetings, training classes, presentations, and office gatherings. This includes set up and break down, vendor management, audiovisual (AV) support, and arranging catering or refreshments.
- Arrange activities around significant life events of staff members. This may include obtaining greeting cards, gifts, or scheduling lunches for new staff, birthdays, or work anniversaries.
- File documents, photocopy, scan, and perform basic data entry.

QUALIFICATIONS AND EXPERIENCE

- At least a post-secondary degree or comparable job experience
- Excellent written and verbal communication skills
- Demonstrated experience in business or nonprofit environment
- Proficiency in Word, Excel, and Outlook
- Demonstrated experience in event coordination, including AV equipment operation
- Proven sound judgment with the highest ethical standards; scrupulously honest
- Demonstrated ability to handle confidential information
- Team-oriented: an ability to work effectively with a range of people and working styles, including high-net-worth individuals, and with people at all organization levels including staff, board members, donors, and vendors
- High level of initiative, with ability to set priorities and manage daily responsibilities efficiently and to high standards
- Experienced problem-solver: curious, with an orientation toward outcomes and continuous improvement and learning
- Able to project an excellent image of CFCV in the community

ADDITIONAL INFORMATION

The Guest Services & Office Manager reports to the Vice President of Programs & Administration and is an FLSA non-exempt position. The normal expectation is a 40-hour work week during regular business hours. While the above describes the nature and level of work to be performed by the person in this position, it is not meant to be an exhaustive list of all responsibilities, duties, and skills required of the job.

TO APPLY

Send cover letter and resume detailing experience. No phone calls or visits, please.

By email: jobs@cfcv.com

Include job title in subject line

By Mail: Community Foundation / Guest Services & Office Manager
1147 6th Avenue / Columbus, GA 31901-2345

The Community Foundation does not discriminate on the basis of race, color, national or ethnic origin, age, gender, religion, medical condition, veteran status, marital status, sexual orientation or any other characteristic protected by law.