Operations Manager
Job Description

ORGANIZATION OVERVIEW

Cobb Community Foundation (“CCF” or “Foundation”) is a grant-making public charity that builds and grows resources to enhance quality of life in Cobb County and beyond. CCF’s mission is inspiring charitable giving, building resources for the future and connecting donors who care with causes that matter. Our vision is a community fully engaged in meeting needs now and into the future.

We work closely with individuals and businesses who have established charitable funds, non-profits who are serving our community, and other community stakeholders who, like us, are working to create a higher quality of life in Cobb.

POSITION OVERVIEW

The Operations Manager has primary responsibility for the coordination and management of the Foundation’s core systems, including bookkeeping, financial transaction processing and the administration of its database of charitable funds, organizations and individuals. In this role, the Operations Manager will frequently interact with Foundation board members, fund holders, donors and non-profit leaders. As a member of a small team where each team member has multiple roles, the Operations Manager will also have certain office management and administrative responsibilities. The accuracy, efficiency, team orientation and, most of all, the integrity of this individual are key to the Foundation’s continued growth and positive impact in Cobb County.

RESPONSIBILITIES

Core System Management
- Manage relationship with Stellar Technology Solutions Account Representative
- Identify and implement opportunities to achieve greater efficiency and accuracy
- Develop reports and processes to continuously monitor data quality and integrity
- Create user documentation and maintain ongoing documentation processes as business needs evolve or features are added
- Troubleshoot issues and work with appropriate vendor for timely resolution

Finance, Bookkeeping and Transaction Processing
- Manage all internal financial processes and maintain financial records, including processing of financial transactions
- Handle cash and security transaction processing, cash management, invoicing and accounts payable, bank and merchant account reconciliation, and bi-weekly payroll submission to payroll vendor
- Coordinate month-end close and financial statement prep, annual audit & 990 preparation
- Support CEO in financial planning, research and modeling

Operations
- Process fund openings, maintenance and closings
- Manage and maintain databases of accounts, individuals and organizations
• Review and approve system-generated transactions and correspondence
• Manage monthly and quarterly statement fund processes

**Office Management**
• Greet visitors, answer Foundation phones and monitor generic CCF Team email, handling needs or engaging appropriate team member
• Schedule and coordinate board meetings, executive committee meetings and others as requested
• Maintain office supplies and marketing materials inventory
• Oversee office and office equipment maintenance

**Administrative Support**
• Assist in managing President’s calendar as needed
• Prepare, print and mail correspondence information as needed (minimal)
• Event planning and management support as needed

This job description is intended to be general and will evolve over time and is subject to periodic updating. CCF fosters a team mentality, with team members providing assistance to one another and sharing or temporarily transitioning responsibilities as needed to ensure that community, fundholder, donor, management and board expectations are met or exceeded and that all team members are able to succeed.

**QUALIFICATIONS**

**Required Experience and Education**
• Bachelor’s or Associate’s Degree or related work experience
• Minimum 5 years full-time work experience that has required business-to-business and/or business-to-customer written (email is sufficient), phone and face to face communications
• Either
  o Operations or accounting experience with a grant-making foundation,
  o Bookkeeping, accounting or operations experience with extensive use of business accounting software, or
  o Financial services and/or financial services systems experience
• High level of proficiency in Excel, Outlook and Word
• Basic understanding of database concepts
• Stable employment history with a high degree of integrity, responsibility and trust

**Desired Experience**
• Experience with a charitable organization offering donor-advised funds (also known as “giving funds”)
• Fund accounting and/or trust accounting experience
• Experience with iPhi (most preferred), FIMS, or another system commonly used by community foundations

**Skills Required For Success**
• Excellent interpersonal skills, with a high level of confidentiality, discretion and professionalism
• Ability to work both independently and as a member of a team
• Extreme attention to detail
• Excellent time-management and organizational skills, including ability to plan, organize and prioritize workload
• Excellent problem-solving skills and the tenacity needed to achieve resolution
• Excellent verbal and written communication skills, including use of proper grammar both in speech and in writing
OTHER IMPORTANT INFORMATION

Position: Full-time exempt

Salary: Based on experience

Location:
10th Floor
1100 Circle 75 Parkway
Atlanta, GA
(Co-located with Cobb Chamber)

Attire: Business casual

Hours:
8:30 a.m. – 5:00 p.m.
Deadlines, initiatives and events periodically require work outside of these hours.

Work Environment:
CCF has a small, close-knit staff, and we work in an open, professional environment. We respect one another and believe that all people deserve respect. We work very hard, help one another and the Foundation to succeed. We are honored and humbled to do the work we do to make our community even stronger.

If you share these values, believe you would succeed at and enjoy the work described, have the education, experience and skills required, we hope you contact us. Please send your resume and cover letter to Shari Martin at Shari@cobbfoundation.org.