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**JOB TITLE:** CLIENT REPORTING AND SYSTEMS ADMINISTRATOR  
**DEPARTMENT:** OPERATIONS  
**REPORTS TO:** VICE PRESIDENT & CHIEF FINANCIAL OFFICER  
**CLASSIFICATION:** NON-EXEMPT  
**LOCATION:** DALLAS, TEXAS

*Position will be primarily responsible for producing all client reporting, administering the information systems directly supporting client accounts and coordinating internal and external efforts for related efficiencies, enhancements, updates, development and testing.*

### WHO YOU ARE

As the Client Reporting and Systems Administrator, you are a self-directed, highly organized individual with the demonstrated ability to work in a fast-paced, flexible environment. You lean into new technology to maximize efficiency. Being a master multi-tasker, you can manage multiple assignments simultaneously. Strong listening, written and verbal communication skills are just a few of your core strengths. Also, you are open-minded, inquisitive and fluid in adapting to and embracing change, making you the ideal collaborative team player. Utilizing your problem-solving and analytical skills you quickly formulate solutions with little supervision. To you, the details matter.

#### *Essential duties and responsibilities*

#### YOU ARE EXCELLENT AT:

- Generating, reviewing and posting monthly, quarterly, and annual
  - Client institutional statements typically by the third business day of the month
  - Oil and gas reporting typically by the fourth business day of the month
  - Account statements typically by the fifth business day of the month
  - Client performance reports typically by the 20th day of the month
- Maintaining institutional statement production schedule
- Instructing RR Donnelly in all aspects of account statement production, annual charitable trust notification letters (produced in January), and other customized statements/letters
- Managing statement provider partner (Greenhill) including report enhancement development and testing
- Managing trust accounting system partner (Innovest) including enhancement development and testing, release testing, focusing on HighGround prioritized items
- Posting annual tax reports to online client portal (K-1s and 1099s)
- Transmit monthly tax file to tax software provider (OneSource)
- Coordinating the development of interfaces between client software/systems applications to automate data flows
- Preparing and/or posting other general documentation and customized client reports timely as requested by accounting, account administration, and investments
- Training backup for all recurring client statement/report production
- Coordinating the implementation of improvements to online client portal to increase clarity for clients
- Drafting and sending both internal and client communication regarding statement/report status
- Leading disaster recovery testing for client software/systems
- Planning and leading periodic Innotrust rebuild from data escrow
- Managing users/user roles in Innotrust including annual user review process
- Providing user training and support to new and existing staff for client software/systems

- Creating user instruction manuals and procedures for client software/systems
- Assisting with team and company-wide projects and initiatives
- Assuming responsibility for related duties as required and assigned

*Competencies and qualifications*

YOU HAVE:

- Bachelor's degree in related field
- 5-7 years of relevant experience
- Ability to create user and technical documentation, user manuals and procedures
- Ability to learn from senior team members/manager to serve clients effectively and demonstrate team cohesion
- Ability to maintain a high degree of ethical standards and complete confidentiality
- Exceptional and confident communicator and listener
- Excellent verbal, written and interpersonal communication skills

*HighGround has a professional, open office environment*

CLIENT REPORTING & SYSTEMS ADMINISTRATOR WORKING CONDITIONS:

- Routinely uses standard office equipment such as computers, phones, multi-functional copiers and filing cabinets
- Usually sits to complete job functions, but may walk or stand for brief periods of time (access to sit-to-stand desks for optimal flexibility is provided)
- Must be able to lift up to 5 pounds
- Is required to have close vision, distance vision and the ability to adjust focus
- Is required to have the ability to lift files, open filing cabinets and bending or standing on a stool as necessary
- Is required to work onsite as scheduled with the potential to qualify to work from home two days a week and has little to no expected travel

*The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. Employees holding this position will be required to perform any other duties as requested by management, from time to time in its sole discretion. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.*

## WHO WE ARE

*Our vision is to Protect, Strengthen and Grow our nonprofit clients and charitably minded families.* We believe there is no pursuit more important than this; because we believe the work we do, now and in the future, will not only shape our lives but will empower the many organizations that truly transform lives. This vision forms an authentic pathway to our mission—to be an innovative and vigilant caretaker of the funds and assets entrusted to us by the nonprofits and generous individuals we serve through effective asset management, gift planning strategies and account support services. It is the outcome we work towards together—to have a greater impact on the world and individual lives. We hope you will decide to join us on this incredible journey.

HighGround is committed to our brand promise and our core values. As such, we expect that you will strive to keep our clients at the center of everything you do, be honest, always remain professional, exhibit humility and think outside of the box as our founders did, who were pioneering and visionary when our journey began in 1930.

HighGround offers a comprehensive benefits package that includes a medical, dental, disability insurance, retirement plan and more, but don't take our word for it, have a look at what other HighGrounders are saying and learn more about our benefits here

<https://www.highgroundadvisors.org/careers>.

*If you are interested in becoming a part of the HighGround team, please email your resume and cover letter to [HR@highgroundadvisors.org](mailto:HR@highgroundadvisors.org).*