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**JOB TITLE:** Client Account Administrator  
**DEPARTMENT:** Account Administration  
**REPORTS TO:** Institutional and Trust Administration Manager  
**CLASSIFICATION:** Non-exempt  
**LOCATION:** DALLAS, TEXAS

*Position will be primarily responsible for the administration of endowment funds, various types of trusts, charitable gift annuities, donor advised funds and investment accounts. The administrator will manage the accounts according to the governing instrument and pursuant to internal policies, procedures and statutory requirements as well as maintain a relationship with the donors, beneficiaries and institutions.*

### WHO YOU ARE

As a Client Account Administrator, you are a part of the account administration team and have a passion for serving others. You enjoy staying fluent in fundamental fiduciary principles and have the ability to utilize technology to maximize efficiency. Being well rounded, you are able to prepare reports, while also having a professional etiquette and demeanor when communicating with external clients and internal team members. You are a team player but can take an idea and run with it with little supervision. To you, the details matter.

You are someone who thrives on change and remains flexible as procedures develop. Instead of merely completing a task, you are about challenging the status quo and offer insight on ways to improve processes. It can get busy around here, but when the going gets tough, you prioritize, work with your team and get your tasks completed. Punctuality in both work and attendance is one of your top objectives.

#### *Essential duties and responsibilities*

#### YOU ARE EXCELLENT AT:

- Ongoing oversight and management of accounts in accordance with terms of the governing instrument and in a manner consistent with fiduciary principles and the needs of beneficiaries
- Provides a high level of customer service to our clients by being proactive and communicating with clients, donors, and beneficiaries as needed
- Monitors daily cash balances and account activity and consults with investment officer regarding the management of the account portfolios
- Responds to periodic beneficiary requests, including discretionary distributions or event-based servicing needs
- Prepares and assists with tax returns, financial calculations, income projections, presentation materials and audits as necessary
- Handles operational account related activities, including administrative reviews and account acceptance, opening, and closing
- Coordinates client responses and resolution of issues with investment team, legal, and other internal partners as required
- Assists with team and company-wide projects and initiatives
- Assumes responsibility for related duties as required and assigned

#### *Competencies and qualifications*

#### YOU HAVE:

- Bachelor's degree preferred

- 2+ years of experience in trust administration is preferred
- Excellent verbal, written and interpersonal communication skills
- Advanced knowledge of Microsoft Office Suite (Excel, Word, Outlook) and the ability to learn and utilize internal systems
- Working knowledge of customer relationship management (CRM) systems, Salesforce experience is a plus
- Ability to maintain a high degree of ethical standards and complete confidentiality
- Ability to multi-task, prioritize and problem solve
- General knowledge of investments, including pooled funds, portfolio models and asset allocation

*HighGround has a professional, open office environment*

#### CLIENT ACCOUNT 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 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.* 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, planned giving strategies and account administration. It is the outcome we work towards together—to have a greater impact on the world and on individual lives. It is the outcome that allows us to be a part of something bigger, something greater than ourselves. 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 hope and expect that you will strive to keep our clients at the center of everything you do, be honest, remain professional at all times, exhibit humility and think outside of the box like our founders did, who were pioneering and visionary when our journey began in 1930.

HighGround offers a comprehensive benefits package that includes a progressive medical plan, dental, disability benefits, 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:

[www.highgroundadvisors.org/about#careers](http://www.highgroundadvisors.org/about#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).*