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**JOB TITLE:** MANAGER OF INSTITUTIONAL & TRUST ADMINISTRATION  
**DEPARTMENT:** CLIENT SERVICE  
**REPORTS TO:** CFO  
**CLASSIFICATION:** EXEMPT  
**LOCATION:** DALLAS, TEXAS

*While providing supervision, technical direction and training, this position will oversee all functions of the Client Service team. In this role, you will ensure that more than 7,500 trusts, endowment accounts, gift annuities, and donor-advised funds, valued over \$3B, are administered per documents, investment guidelines, regulations, trust agreements, and HighGround policies and procedures.*

### WHO YOU ARE

As the Manager of Institutional and Trust Administration, you are a natural leader with a diverse skill set, adept at both strategic vision and tactical execution. You are a strong communicator who will ask questions when uncertain and who will speak up when facing unanticipated developments or situations. While also overseeing multifaceted cross-department projects, you excel at managing the growth and success of the Client Service Department.

Your unwavering commitment to achieving departmental objectives is matched by your adaptability in navigating evolving projects or initiatives. Rather than simply fulfilling tasks, you continuously work to enhance quality, productivity and efficiency. Your approach to work is characterized by diligence, thoroughness, and discernment, setting a high standard for excellence.

### *Essential duties and responsibilities*

#### YOU ARE EXCELLENT AT

- Managing staff performing client service tasks which include:
  - Processing cash receipts and disbursements, ensuring direction on cash processing is from an authorized individual and/or the document allows for distributions
  - Raising cash as needed for disbursements
  - Opening, maintaining and closing of client accounts
  - Responding to client requests and issues timely, anticipating client needs and preparing for client meetings
  - Performing 90-day and annual account reviews
  - Managing overdrafts
  - Reconciling institutional client statements
  - Gathering and tracking information for client trades
  - Setting up and maintaining client portal users
  - Recording account coding changes including address changes, % of ownership changes, and changes to portfolio models
- Monitoring and evaluating the team's performance and productivity
- Providing feedback, coaching and training as needed
- Ensuring trusts, endowment accounts, gift annuities and donor-advised funds are administered per the governing trust document, investment guidelines, regulations and HighGround policies and procedures
- Preparing 1099Rs, tax returns, financial calculations, income projections, presentation materials, board reports and other specialized client reports.
- Coordinating tax-related activities (e.g. K-1's, 1099, 1099R, 8282 reporting and estimated payments) with the tax vendor, external CPAs and clients
- Collaborating with internal and external stakeholders regarding new business opportunities
- Attending client onboarding and annual update meetings as requested
- Researching and facilitating resolutions on client-related issues

- Ensuring policies and procedures comply with Texas Department of Banking, HighGround Trust Company policies, and external and internal auditors.
- Reviewing and updating annual risk assessments with the internal auditor
- Continual monitoring of OFAC and FinCEN information against databases for compliance
- Serving as the Fiduciary Compliance Officer for HighGround Trust Company and as the liaison between the Trust Company and the Texas Department of Banking during examinations
- Serving as the Trust Administrative Committee chair and sitting on other committees as needed
- Reviewing client audit confirmation packages, client presentation materials and other custom client reports as needed
- Engaging in internal team collaborations to assess system and site updates, encompassing rigorous testing of new software releases on current systems
- Working with other departments to standardize processing with improved accuracy

#### *Competencies and qualifications*

#### YOU HAVE

- Bachelor's degree with a major in finance, accounting, or other related discipline
- 5 years experience in the financial services industry
- Possess knowledge of asset management and charitable gift planning industry
- Strong computer skills, specifically with Microsoft Office Excel, Word and Outlook and the ability to learn and utilize internal systems and applications
- Excellent verbal, written, and interpersonal communication skills with the ability to interact with all levels of clients and internal personnel
- Must be a self-motivated team player with strong attention to detail, high level of accountability, organizational skills and the ability to work independently
- Strong persuasion, relationship-building, presentation skills
- Ability to identify, understand and communicate customer needs, both verbally and in writing
- Ability to maintain a high degree of ethical standards and complete confidentiality at all times
- Ability to multi-task, prioritize and problem solve
- Experience with SalesForce is a plus
- Prior management experience preferred

#### *HighGround has a professional, open office environment*

#### MANAGER OF INSTITUTIONAL & TRUST ADMINISTRATION 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, bend or stoop, 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 some expected travel with occasional overnight assignments

*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).*