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**JOB TITLE:** OPERATIONS SPECIALIST  
**DEPARTMENT:** OPERATIONS  
**REPORTS TO:** OPERATIONS MANAGER  
**CLASSIFICATION:** NON-EXEMPT  
**LOCATION:** DALLAS, TEXAS

*Position will be primarily responsible for revenue and transaction processing, balancing and systems reconciliation (including oil & gas receipts, market values, and associated expenses, fees, and taxes). The Operations Specialist will work under the direction of the Operations Manager.*

### WHO YOU ARE

As an Operations Specialist, you are a part of the operations team and are a passionate analytical. 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 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 reviewing large quantities of information and synthesizing into key points. 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, and when it does, you prioritize, work with your team and get your responsibilities completed. Punctuality in both work and attendance is one of your top objectives.

### *Essential duties and responsibilities*

#### YOU ARE EXCELLENT AT

- Posting all transactions on the trust accounting system and associated subsystems both timely and accurately
- Monitoring bank accounts for incoming wires and ACH
- Processing the daily cash sweep
- Initiating daily bank outgoing wires, checks, ACH's and internal transfers
- Providing trade support
- Maintaining daily bank reports, wires, previous day and ACH
- Balancing trust accounting system to bank system daily
- Balancing subsystems and vendor information to trust accounting system
- Distributing and reconciling of funds to institutions and donors
- Processing, setting up and maintaining securities in trust accounting system including marketable securities, illiquid securities, real estate, mortgage loan, insurance policies, mineral assets, etc.
- Completing special processes (1098s/coupons)
- Creating, maintaining and monitoring oil and gas payments/receipts, disbursements, purchasers and cross-references, including:
  - Manual receipts, CDEX automated file process and other remitter payments
  - Files via secure file transfer applications, networks and/or imaging software
  - Identifying and/or resolving issues with remitter payments including depletion and decimal/owner interest discrepancies, payments due but not received, payments remitted without detail, payment-to-detail discrepancies, incorrect payment deductions and working with external business relationships/vendors to follow up and complete process objectives timely

- Ad valorem taxes
- Monthly mineral asset valuation
- Coordinating with Oil and Gas Investments team
- Overseeing fee processing and determining if any fee transactions require manual corrections
- Undertaking data-gathering tasks, identifying data relationships and dependencies
- Assisting with extensive reporting requirements, audits, special projects, research and/or regular business recovery processes
- Delivering results that routinely exceed requirements and expectations with minimal guidance
- Executing job duties following policies, standards and/or procedures with target turnaround times and quality levels; bring awareness to management of any constraints or concerns
- Assisting with team and company-wide projects and initiatives
- Assume responsibility for related duties as required and assigned

*Competencies and qualifications*

**YOU HAVE**

- Two-year college degree in accounting, banking, finance or business
- 0-1 years of experience in banking, trust operations or equivalent industry preferred
- Ability to manage all operational tasks and answer basic operational questions with manager/team consultation and training
- Ability to learn from management to serve internal/external clients effectively and demonstrate team cohesion
- Willingness and ability to learn processes and procedures regarding operations from management
- Ability to work independently and as part of a team
- Advanced knowledge of Microsoft Office Suite with advanced knowledge in Excel (including pivot tables, v-lookups and formula calculations)
- Previous experience with trust accounting systems
- Effective analytical skills
- Accurate data entry and 10-key processing
- Excellent verbal, written and interpersonal communication skills
- Ability to multi-task, prioritize, problem solve and display a strong desire to take initiative
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
- Ability to create user manuals, technical documentation and procedures
- Ability to maintain a high degree of ethical standards and complete confidentiality at all times
- Ability to work overtime as needed

*HighGround has a professional, open office environment*

**OPERATIONS SPECIALIST 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 25 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.* 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—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 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 medical plan, dental, vision, 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:

<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).*