
JOB TITLE: ACCOUNT ADMINISTRATOR
DEPARTMENT: CLIENT SERVICE
REPORTS TO: DIRECTOR OF CLIENT SERVICE AND ACCOUNT MANAGEMENT
CLASSIFICATION: NON-EXEMPT
LOCATION: DALLAS, TEXAS

Position will be primarily responsible for operational account administration supporting Account Managers in the servicing of endowment funds, various types of trusts, charitable gift annuities and donor-advised funds. The Account Administrator will process routine account changes, maintain records and documentation and help ensure timely, accurate completion of client-directed actions.

WHO YOU ARE

As an Account Administrator, you are a part of the client service team and have a passion for serving others while supporting accurate account administration and operational processing. 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.

You are someone who owns your personal development and is proactive about your growth with an optimistic mindset. You have a commitment to exceeding both departmental and organizational goals. Instead of merely completing a task, you are about challenging the status quo and offer insight on ways to improve the client experience as well as internal processes. It can get busy around here, and when the going gets tough, you prioritize, work with your team and get your responsibilities completed. Promptness and accuracy in support of clients and internal teams are among your top objectives.

Essential duties and responsibilities

YOU ARE EXCELLENT AT:

- Processing routine account maintenance requests as directed, including custom client field updates, statement preference changes and system-generated ticklers
- Preparing and processing operational changes for remittance instructions, ACH or wire instructions as well as authorized person updates and client profile changes based on Account Manager direction
- Processing additions, disbursements and recurring payments after required review and instruction are completed
- Preparing recurring client reports and standard client letters or notifications for review or delivery as applicable
- Maintaining complete digital records and documentation files in accordance with internal requirements
- Supporting audit, tax and account review processes by gathering documentation and completing routine administrative tasks
- Resending tax documents to beneficiaries and responding to routine legal documentation requests as assigned

- Collaborating with Account Managers and teammates to ensure account activity is completed accurately and on time
- Assuming responsibility for related duties as required and assigned

Competencies and qualifications

YOU HAVE:

- Associate's degree in accounting, finance, business or related field preferred
- 1-2 years of experience in account administration, operations, client service or other relevant experience
- Ability to learn account workflows, process transactions accurately and manage routine operational requests
- Strong attention to detail, organizational skills and ability to meet deadlines
- Advanced knowledge of Microsoft Office Suite and the ability to learn and utilize internal systems
- Ability to maintain a high degree of ethical standards and complete confidentiality
- Excellent verbal, written and interpersonal communication skills

HighGround has a professional, open office environment

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 bend or stand on a stool as necessary
- Is required to work onsite as scheduled 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.