



**POSITION TITLE:** Center For Philanthropy Operations Associate  
**CLASSIFICATION:** Hourly, non-exempt  
**TEAM:** Operations  
**SUPPORTS:** Director of Operations

**POSITION SUMMARY:**

The Center for Philanthropy (CFP) Operations Associate is responsible for greeting guests of the Robert Hett Chapman III Center for Philanthropy in a professional and helpful manner. Additionally, this position coordinates internal and external access to the Center’s various meeting spaces and supports the technology suite of the CFP.

**ESSENTIAL FUNCTIONS:**

CONCIERGE FOR CENTER FOR PHILANTHROPY

1. Welcomes and greets all guests in a polite and cheerful manner.
2. Ensures that the high standards of The Spartanburg County Foundation donors, trustees and all guest interactions are consistently upheld.
3. Manages the daily operations of the front desk and Montgomery Atrium in the CFP.
4. Answers calls and accurately routes to appropriate staff members as necessary.
5. Monitors cleanliness and space presentation and walks the space regularly, checks kitchens and bathrooms, common areas, maintains tidiness and provides feedback to cleaning team as needed.
6. Administers CFP Survey to determine effectiveness and opportunities for improvement. Provides data regarding use of meeting space to Philanthropic Services team.
7. Sets up/takes down meeting rooms for meetings as assigned.
8. Performs several administrative functions, including mailing, scanning, and copying.
9. Responds to corporate, nonprofit, and special event inquiries, and other needs, as they arise.

LOGISTICS AND INFORMATION TECHNOLOGY SUPPORT

1. Supports special events and facilities management objectives.
2. Manages conference room rentals, including complimentary non-profit meeting space, as well as paid bookings. This includes some before- and after-business hours to accommodate specific needs.
3. Manages scheduling of conference rooms using software to provide coordinated availability to internal and external customers.

*Disclaimer: Listed above are the primary duties and responsibilities of this position. It is not designed or intended to cover or contain a comprehensive listing of the activities, duties, or responsibilities of the employee.*

**COMPETENCIES:**

1. Flexibility and willingness to work occasional evenings and weekends.
2. Excellent computer skills, including experience with WordPress (or other website platform), Microsoft Office Suite (Word, Outlook, PowerPoint, Excel). A working experience with Zoom Rooms is ideal.
3. Strong analytical skills.

4. Hospitality or customer service experience preferred.
5. Strong communication skills, both written and verbal, and the ability to express ideas clearly.

**EDUCATION AND EXPERIENCE**

1. Associate's degree required. Bachelor's degree preferred.
2. Previous experience in a similar role preferred.

**SUPERVISES:** None

**PHYSICAL DEMANDS**

1. Prolonged periods sitting at a desk and working on a computer.
2. Must be able to lift up to 25 pounds at times.
3. Must be able to navigate various departments of the organization's physical premises.

**TRAVEL REQUIRED:** Occasional travel to off-site meetings required.

**EQUAL OPPORTUNITY STATEMENT:**

The Spartanburg County Foundation provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, age, sex, pregnancy (or medical needs arising from, or related to, pregnancy or childbirth), national origin, citizenship, disability, genetic information, veteran status, sexual orientation, gender identity, or any other characteristic protected by federal, state, or local laws. The Foundation strictly prohibits unlawful discrimination and harassment of any type.

This policy applies to all terms and conditions of employment, including (but not limited to) recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.