

Job Title:	Office Coordinator
Department	Operations
Reporting To:	Vice President, Operations
Date Approved:	September 1, 2026
FLSA Status	Non-Exempt

Role at Madison Community Foundation (MCF)

The **Office Coordinator** plays a lead role in ensuring smooth, efficient office operations for the entire organization. The position facilitates general office operations and serves as the first point of contact for MCF stakeholders including donors, fundholders, Board members, volunteers and community leaders who call or visit MCF. As part of the Operations team, this role supports both the Finance and Operations departments by contributing exceptional organization skills, thoughtful communication, and key project management and administrative support.

Summary of Major Responsibilities

Front Desk / Office Operations

- Provide outstanding customer service
 - Serve as primary contact for telephone calls, route callers to appropriate parties
 - Greet visitors; ensure office environment is clean and welcoming
 - Coordinate conference room use; provide refreshments/assistance for meetings as requested
- Facilitate office operations
 - Work with the Donor Engagement and Community Impact Coordinators on cross-departmental projects; ensure coverage for phone, mail processing, office security and kitchen duty
 - Maintain general office cleanliness including lobby, office areas, conference rooms and kitchen
 - Keep office equipment, including phones, copier and postage machine, in working order and manage vendor relationships
 - Maintain office supply inventory and manage purchasing process
 - Run errands using personal transportation; IRS standard mileage rate reimbursement applies
 - Serve as liaison with building manager; prepare and submit work orders and coordinate janitorial needs
- Process incoming mail
 - Route information to appropriate parties; review incoming gifts and assign to appropriate funds
- Maintain office calendars for conference rooms and internal MCF staff calendar
- Identify opportunities for process and office management improvements

Operations Support

- Provide administrative support to the VP of Operations
 - Assist with database management and IT responsibilities
 - Assist with the National Standards reaccreditation process
 - Assist with new fund and legacy agreement preparation
 - Support departmental and organizational strategic initiatives
- Manage the standard operating procedure (SOP) program of the Foundation to help streamline procedures and ensure clarity on process
- Support organizational transition from paper to electronic storage
- Manage the biweekly fundholder distribution notification process

- Develop and update workflows and templates for biweekly notification process
- Create distribution correspondence
- Scan/file supporting documentation and link to grant records

Finance Support

- Provide administrative support to the VP of Finance
 - Coordinate Investment and Audit Committee meetings including agenda and material preparation, communication, AV and technical support and refreshments
- Provide administrative support to the Finance team
 - Coordinate MCF branded clothing program
 - Support the biweekly fundholder distribution process and serve as backup to Accountant for processing fundholder distribution requests
- Prepare organizational checks for mailing, including A/P and biweekly distribution checks

This job description describes the general nature and scope of responsibilities for this position. Other duties and responsibilities may be assigned or removed at any time.

Work Environment

The work environment and job specifications listed below are representative of those that must be met by an employee, with or without accommodation, to successfully perform the essential functions of this job.

- Primarily perform work in an office environment
- Frequently move around the office and access or use computers, office equipment, telephone, and any other pertinent supplies, space, or equipment used to perform the duties of the position
- Work with frequent interruptions
- Must be able to remain in a stationary position for long periods of time
- Lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Success in This Role Requires

- Support of MCF values of integrity, generosity, effectiveness, sustainability and equity
- Experience providing exceptional customer service and serving in an organizational role on a team
- Actively contribute to and promote a positive work culture
- Demonstrated problem-solving skills and ability to manage deadlines and competing priorities
- Strong listening, written and verbal communication abilities
- Highly dependable and accountable, with experience managing responsibilities independently with minimal oversight
- Excellent organizational skills and attention to detail
- A proactive work ethic and ability to work effectively both independently and as a team member
- Ability to maintain confidentiality; keep sensitive information private

Education and Experience

A minimum of three years of experience providing administrative support in an office environment or other relevant role and undergraduate degree preferred.

- Proficient use of Microsoft Office products
- Prior experience with donor management software; experience with akoyaGO preferred
- All candidates must be authorized to work in the United States without sponsorship

Salary Range

- \$45,000 - \$55,000