The mission of Madison Community Foundation (MCF) is to enhance the common good through philanthropy. As the community’s foundation, MCF plays a vital role in local philanthropy. MCF is unique in its deep knowledge of the community and its philanthropic expertise. But what makes a community foundation strong is the community of donors who come together through it. Together with donors and the nonprofits they support, MCF strives to help the Madison area become a vibrant and generous place where all people thrive.

Madison Community Foundation is currently seeking a part-time Receptionist (Tuesday through Thursday). This position plays an essential role in advancing the mission of MCF by serving as the first point of contact for internal and external stakeholders, including donors, fundholders, Board members, volunteers and community leaders who interact with the Foundation.

The Receptionist is responsible for greeting visitors; answering the phone and directing calls; scheduling and coordinating meetings; opening and distributing mail; maintaining supplies and running errands (using their own vehicle); and providing general administrative support.

Success in this role requires exceptional human relations skills, professional appearance and demeanor, excellent organizational skills, and attention to detail, as well as the ability to perform multiple concurrent tasks. Candidates must be proficient with Microsoft Office products and possess a minimum of three years’ experience providing administrative support in an office setting. High school diploma or equivalent required; post-high school degree preferred.

The Receptionist reports to the Senior Operations Director and provides support to the Finance & Operations and Communications departments.

Interested candidates should forward a cover letter and resume to apply@madisongives.org. Competitive hourly rate. Interviews for this position will begin in mid-April 2022.
Role at MCF
The Receptionist plays an essential role at Madison Community Foundation by serving as the first point of contact for internal and external stakeholders, including donors, fundholders, Board members, volunteers and community leaders who call or visit. The Receptionist processes the mail, coordinates conference room use, facilitates office operations and other administrative duties as needed. This position reports to the Senior Operations Director and provides support to the Communications and Finance & Operations departments.

Summary of Major Responsibilities

Front Desk
- 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 and assistance for meetings as requested
- Facilitate office operations
  - General office organization to include office, kitchen, conference rooms and break room tidiness
  - Maintain office equipment and order supplies, including guest refreshments
  - Organize and maintain MCF letterhead and collateral inventory
  - Run errands using own vehicle, standard mileage reimbursement applies
  - Serve as liaison to landlord and cleaning company; prepare and submit work orders as needed
- Process incoming/outgoing mail
  - Route information to appropriate parties; review incoming gifts and assign to appropriate funds
  - Prepare vendor and grant checks for mailing
  - Ensure daily mail is stamped and deposited nightly
- Maintain calendars
  - Conference room calendars, internal MCF staff and external community events calendars
- Additional duties as assigned

Success in this Role Requires
- Exceptional human relations skills; the ability to engage and serve a wide range of audiences
- Professional appearance and demeanor
- Strong listening, written and verbal communications abilities
- Excellent organizational skills and attention to detail
- High integrity and confidentiality handling sensitive donor and organizational information
- A proactive work ethic and ability to work effectively as a member of a team
- Proficient use of Microsoft Office products including Outlook, Word, Excel, and PowerPoint

Education and Experience
- High school diploma or equivalent required; a post-high school degree is preferred.
- A minimum of three years of experience providing administrative support in an office setting.