

**GENERAL SERVICE FOUNDATION**  
**Director of Grants & Operations Job Description**

**Exempt, Full-time**

**Reports To: Executive Director**

**Location: Bay Area, California / Virtual**

*Background*

The General Service Foundation (“GSF”) is a private grantmaking family foundation that dedicates all its resources to bringing about a more just and sustainable world. Founded and endowed by Clifton and Margaret Musser, the General Service Foundation has been committed to social change and social justice since 1946. We believe everyone should have a chance to enjoy life with dignity, and every family should have the opportunity to thrive. GSF works with nonprofit organizations as a funder and partner. These organizations are embedded in grassroots communities, networked with one another, and connected to larger movements for a decisive impact. They’re pioneers, breaking new trails toward social justice with women, people of color and people with low incomes leading the way. For more information, please check out: <http://generalservice.org>.

GSF’s core values, beliefs, and operating principles flow from this vision of justice. They are part of the DNA of the foundation and have animated the work of the board and staff for generations.

**We believe:**

- In the inherent dignity of all people
- Justice is about creating the conditions for people to be whole, where all aspects of who they are seen and valued
- Everyone has the right to thrive
- Everyone belongs
- Those most impacted by injustice will lead the way to a more just world
- We believe a more just world is possible, and we use our resources to bring about a more just future.

*How we Fund:*

- *Partnership* - Relationships of mutual support and trust are key to bringing about true change. We work to build honest, authentic relationships in all our work.
- *Leadership* - We invest in developing strong, visionary leadership at all levels.
- *Responsiveness* - We listen, learn, and aim to be nimble and responsive to shifting needs.
- *Collaboration* - The scale of change we seek is larger than any single organization. To be a far-reaching force for good, we actively seek out opportunities for alignment and partnership.
- *Respect* - We know our grantees’ time is a precious resource, so we only ask for what we need in our grant applications and reports. We provide general support so that organizations can adjust and adapt their strategy as conditions change.
- *Experimentation*- We embrace risk and the learning that comes from unexpected outcomes or mistakes. We encourage our grantees to try new strategies when old ones aren't working.

**Director of Grants & Operations:** Primary responsibilities include the oversight of the foundation's overall operations and lead grants management processes and practices. Reporting directly to the Executive Director, the Director of Grants & Operations supervises virtual administrative support staff (when utilized) and supervises the Program Manager.

#### **GRANTS MANAGEMENT – 40%**

The director is responsible for forging grantmaking systems, compliance, strategies, and practices for GSF's grant management function to advance trust-based practices and methodology that supports effective grantmaking. They lead the team and evolve the organization's grantmaking systems, processes, and procedures through grant system adoption and refinement. They collaborate closely with all staff to ensure innovation, practices and learning align with the values of the organization.

- Provide leadership on the design and day-to-day operations of grants management, with a focus on efficiency and service quality.
- Design and manage overall grant workflow to support the full grant lifecycle, including application management and review, grant recommendation, board approval, grant agreement execution, payment processing, amendments, stakeholder inquiries and feedback and grantee reporting/check-in coordination.
- Evaluate opportunities to streamline and improve workflow, and well as enhance user training on systems and processes.
- Collaborate on short- and long-term grants budget planning, in partnership with the program and finance team on developing the annual grant allocation.
- Remains current on IRS requirements and regulations for private foundations and distills this information to assist staff in applying requirements appropriately.
- Provide guidance and ensuring compliance, due diligence review for all grants, highlighting issues related to compliance and grant structure with any complex grantmaking.
- Lead knowledge and evaluation of our grants portfolio data for program evaluation and measurement, including impact assessment, grantee narratives, and measurements against program goals in collaboration with the program team.
- Serve as liaison between program, finance, information technology, and other administrative staff so that all grantmaking activities are effectively implemented.

#### **OPERATIONS MANAGEMENT – 40%**

The director oversees organizational structure, capacity, technology systems & infrastructure, and brand development to ensure effective and efficient implementation of the mission. The director reviews, analyzes, and evaluates operational and business procedures. Implements policies and procedures that will improve day-to-day operations. They collaborate closely with the Executive Director to ensure organizational priorities set by leadership are met.

- Identify needs and work with the staff to develop and refine the foundation's systems, policies and practices related to grantmaking and other organizational issues and practices.
- Ensure maintenance of effective organizational systems for record-keeping and data management to support efficiency in foundation operations.
- Manage all internal operations for a GSF team based in multiple locations and physical coworking office(s); create and implement internal systems that facilitate communication and connectedness on a virtual team.
- Research and design system solutions that support efficient operations for the staff team.

- Oversee logistics and coordinate communications for regular staff meetings, board meetings and retreats.
- Manage administrative functions, consultants and vendors that support the information and technology infrastructure and website development and maintenance. Serve as the primary liaison between system vendors and support.
- Create and implement improvements for the overall information systems including technology and database; serve as the primary contact for administrative systems, including grants management, digital security, software, and licenses.

#### **RELATIONSHIP MANAGEMENT – 20%**

- Serve as a liaison to Board of Directors including providing support to Board committees and serving as the point person for Board meeting logistics.
- Coordinate and manage all aspects of the foundation's special events and serves as a project manager for special projects, as needed.
- Engage with the philanthropic field as a thought partner, speaker, and resource. Represent the foundation and communicate GSF's grantmaking values through trust-based grantmaking strategies and practices.