



Client Services Advisor/Grants Manager Position Profile

THE COMPANY

Whittier Trust Company and The Whittier Trust Company of Nevada, Inc. (collectively “Whittier Trust”) are, respectively, California and Nevada state-chartered trust companies with over 125 wealth management professionals and offices in South Pasadena, Costa Mesa, San Francisco, Reno and Seattle. Whittier Trust provides fiduciary, investment management, philanthropic and ancillary family office services to high net worth individuals and families, and their related trusts, foundations and other entities. Viewed collectively, Whittier Trust is the largest “multi-family office” headquartered on the West Coast and manages and consults on more than \$10 billion in assets for 349 different families with an average account size of nearly \$32 million.

For more information, please visit www.whittiertrust.com.

POSITION SUMMARY

This is a hybrid position in Whittier Trust’s Philanthropic Services Department. The individual will spend approximately half-time as a grants manager and half-time as a client service executive. Over time, the individual will develop into a full-time Vice President/Client Advisor, passing off the Grants Management duties to another team member.

We are seeking an individual with a proven record of superior client service and retention, as well as some business development experience. The position involves extensive client contact through provision of counsel and guidance as well as comprehensive administration for a portfolio of private foundations, donor-advised funds and nonprofit endowments. Each account is also supported by a portfolio manager in our Investments Department. The job requires the ability to travel (mostly in the western United States) to call on clients, referral sources and prospective clients.

The position includes responsibility for developing business, which will increase over time in line with skills mastery and responsibility. The successful candidate will demonstrate professionalism, positive team spirit and a commitment to the firm’s goals and objectives. Experience with nonprofit organizations, private foundations and their Boards of Directors is a plus.

PRIMARY RESPONSIBILITIES

Client Service Responsibilities include oversight or assistance in some or all of the following areas:

- a. Client meetings:
 - Plan and facilitate foundation Board/committee meetings and site visits
 - Prepare all meeting materials; keep minutes; and implement Board decisions.
 - Organize and facilitate family meetings (where required)
- b. Financial oversight (primary responsibility by Whittier’s Accounting and/or Investment Departments):
 - Bookkeeping and accounting:
 - Supporting documentation for annual tax preparation and audits
 - Investment performance reviews

- Insurance renewals
- c. Grants administration oversight
 - Perform due diligence review of nonprofit grant applicants
 - Prepare grant write-ups for Boards (where required)
 - Facilitate, attend and write reports for grantee site visits (where required)
 - Monitor grantee compliance with grant terms
- d. Compliance
 - As requested, work with the Foundation's outside attorney(s) to ensure bylaws and governance policies are in place and kept up-to-date with current law
 - Ensure timely and accurate annual filings with regulatory agencies
- e. Business Development
 - Will be required to identify and bring to the firm new clients

Grants Manager Responsibilities: include the following. Other duties may be assigned.

- a. Grants administration
 - Understanding of 501(c)(3) organizations
 - Request documents for due diligence review of grant applicants
 - Process grants in Foundant (online grants management system)
 - Track/monitor pending grants to ensure requirements have been met
 - Prepare grant agreements for multi-year and substantial grants
 - Process and prepare grant checks for disbursement
 - Prepare meeting packets for foundation Board meeting
 - Acknowledge and respond to letters of inquiry received
- b. Schedule and coordinate client meetings and conference calls: Board meetings, committee meetings and site visits
- c. Prepare reports needed for Board meeting books
- d. Process cash transfers and wires through CFO system; monitor clients' fund balances
- e. Prepare monthly, quarterly reports to clients as required
- f. Open new foundation accounts
- g. Coordinate and process donor-advised fund grants
- h. Assist clients with online access to account portfolios
- i. Coordinate with accounting department and interface with auditors and tax preparers
- j. Attend site visits to various nonprofit organizations
- k. Coordinate closely with other company departments (tax, operations, investment, client administration, insurance, business development and others as required) regarding nonprofit client matters
- l. Assist /draft Board minutes
- m. Maintain/update quarterly foundation compliance requirement report
- n. Prepare year-end account reconciliations, fees projection reports
- o. Maintain a collaborative relationship with supervisor, team members and other associates in the firm
- p. Participate in internal committees or task forces as needed

ESSENTIAL SKILLS

1. Organization & Administration: Excellent organizational and project management skills, enabling the impeccable servicing of up to fifteen relationships. Attention to detail and ability to multi-task, meeting deadlines with minimal supervision.
2. Client Management: Strong interpersonal skills and impeccable oral and written communication skills; previous experience working with sophisticated high net worth individuals and their family members; demonstrated ability to exhibit empathy and compassion
3. Business Development: Some experience and the desire to engage in business development. Until the book of clients reaches a certain size, a large percentage of client service time will be spent in development.
 - a. Willingness and ability to effectively network with referral sources. Annual goals will be established for new business development, including the annual number of network and prospect calls and participation in generating new fees
 - b. Established relationships in the marketplace are a plus
4. Passion for philanthropy. While direct work experience in a philanthropic or nonprofit organization is not required, candidates must have some personal experience with the charitable sector through Board service and/or volunteering.
5. Teamwork:
 - a. Demonstrated history of working within a team structure
 - b. Ability to work effectively with supervisor, colleagues, subordinates, and other company departments (tax, operations, investment, client administration, business development)

QUALIFICATIONS

- 3-5 years of administration and development experience preferably in high-net-worth client environment or client service
- Bachelor's degree or higher
- Proficient in Adobe Acrobat, Microsoft Office Suite applications, including Excel, Word, PowerPoint and Outlook
- Professional presence and appearance

COMPENSATION

A competitive base salary, performance bonus, sales incentives, restricted stock, and benefit plans including medical, dental, vision, life and accidental death & dismemberment, long term disability, and 401k or Roth with 25% match on first 6% of base compensation are offered.

APPLICATIONS

Send resume and cover letter **via email** to:

Julie Lytle Nesbit
Executive Vice President and Director of Philanthropic Services
Whittier Trust Company
625 Fair Oaks Avenue, Suite 360
South Pasadena, CA 91030
jlytlenesbit@whittiertrust.com