

Ronald McDonald House Charities New England (RMHCNE)

Title: Donor Database and Gift Processing Manager

Reporting Relationship: Reports to the Chief Advancement Officer

Exempt/Non-Exempt: Exempt - Salaried and benefited position



GENERAL SUMMARY:

Ronald McDonald House Charities® of New England is a home away from home, providing comfort and Family-Centered care programs for pediatric patients and their families being treated at the top medical facilities in New England.

The Donor Database and Gift Processing Manager will be responsible for all aspects of data and information systems, processing gifts, coordinating acknowledgment letters, database maintenance, and creating reports with the highest level of accuracy related to the management of donor information in a fast-paced mission-driven, environment. The Donor Database and Gift Processing Manager will support advancement team with fundraisers, events, and initiatives outreach, and stewardship activities.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Gift Processing

- Responsible for accurate and timely data collection, input and processing of all donor and gift information into Exceed Further donor database.
- Communicate with donors and Advancement staff when necessary to confirm donor intent or update donor information.
- Provide daily donor briefings to Advancement Team and CEO.
- Reconciliation of cash and checks in conjunction with the Finance Office.
- Responsible for confirming and processing all matching gifts. Communicate with matching gift companies when necessary to retrieve gifts, make inquiries, complete documentation, and resolve problems.
- Download and process all online gifts from various sources.
- Categorize, assign value, and enter in-kind donations into Exceed Further database system.
- Maintain database accuracy and integrity through careful entry and thoughtful cleanup projects.
- Use online data mining for missing or incomplete information to maintain the integrity of the database.
- Maintain data, donor, guest, and partner confidentially.
- Attend and support RMHC events and initiatives as needed (includes some night and weekend events).

Acknowledgement Letters

- Accurately prepare and review all gift acknowledgment letters/tax receipts and tribute notifications within 24-48 hours, identifying opportunities for personalization and reduction of turn-around time.

ANCILLARY JOB FUNCTIONS:

- Field phone calls and problem-solve while providing excellent service to our stakeholders.
- Assist in the creation of mailing lists and reports.
- Assist with monthly financial reconciliations, reporting, and other tasks as necessary
- Participate in special projects in support of RMHC.
- Other duties as assigned.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- 3 years of related experience, preferably in Development, higher education, nonprofit or healthcare setting.
- BA/BS preferred; experience with database management (preferably with Raiser's Edge, or Exceed).
- Computer proficiency in Windows, Microsoft Office, Microsoft Outlook, PowerPoint, and Excel.
- Exceptional organizational skills and ability to prioritize tasks; detail oriented; strong interpersonal skills needed to interact with staff and donors; excellent verbal and writing skills.
- Good project management skills, ability to manage multiple simultaneous projects and deadlines.
- Ability to work as a flexible team member, energetic and self-motivated; ability to learn new software and implement virtual components to events.
- All employees of RMHCNE are required to be fully vaccinated for COVID19, including all boosters recommended by the CDC on day 1 of employment. Being fully vaccinated is defined as two weeks/14 days post the second shot of the Pfizer or Moderna vaccine or after the single dose of the Johnson and Johnson vaccine.

WORKING CONDITIONS AND REPORTING STRUCTURE:

The Donor Database and Gift Processing Manager is a full-time role based out of the Ronald McDonald House of Providence, RI, and reports directly to the Chief Advancement Officer.

STATUS:

This is an exempt/salaried and benefited position, with an expectation of a minimum 40 hours per week. It is an 'at will' employment position, which means that either RMHCNE or the employee may terminate employment at any time, with or without cause or without notice.

The above statements are intended to describe the general nature/level of work being performed by the individual assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

HOW TO APPLY:

Interested parties, please send a resume and one page cover letter PDF (one document) to rmhcnejobs@rmhcne.org. The subject of your email should be Donor Database and Gift Processing Manager. No phone calls please.

The position will remain open until filled. RMHCNE is an equal opportunity employer.