

## **Ronald McDonald House Charities New England (RMHCNE)**

**Title:** Development Assistant & Gift Processor

**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 Development Assistant and Gift Processor is an administrative assistant role and will be responsible for all aspects processing gifts and donations, writing, producing and coordinating acknowledgment letters, the data entry and maintenance of the Exceed Software system, and creating reports with the highest level of accuracy related to the management of donor information. The Development Assistant will also support the advancement team with fundraisers, events, initiatives/projects related to the strategic plan, and donor 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.
- Maintain database accuracy and integrity through careful entry and thoughtful cleanup projects.
- 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 by the Chief Advancement Officer, Advancement team or the CEO.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- 2 years of related administrative assistant experience in a Development or Advancement Office (experience in higher education, nonprofit or healthcare setting is preferred).
- Associate Degree required, Bachelor's preferred; and general experience with database management preferred (preferably with Raiser's Edge, or Exceed or Salesforce).
- 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. Excellent proofreading skills required.
- 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, along with all boosters recommended CDC.

**WORKING CONDITIONS AND REPORTING STRUCTURE:**

This a full-time role and can be based out of the Ronald McDonald House of Boston, MA or Providence, RI.

**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.

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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.

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**HOW TO APPLY:**

Interested parties, please send a resume and one page cover letter PDF (one document) to [rmhcnejobs@rmhcne.org](mailto:rmhcnejobs@rmhcne.org). The subject of your email should be Development Assistant.

The position will remain open until filled.