



Ronald McDonald House Charities® of Connecticut & Western Massachusetts
860 Howard Avenue Suite A, New Haven, CT 06519 www.rmhc-ctma.org
203-777-5683 tel, 203-777-3082 fax

Donor Database Coordinator
Ronald McDonald House Charities of CT & Western MA

The Ronald McDonald House Charities® of Connecticut and Western Massachusetts serves as a "home away from home" housing children and their families who are being treated at nearby hospitals and healthcare facilities.

Purpose of the Position:

Reporting to the Director, Global Partnerships & Communications and supporting the Development team, the Donor Database Coordinator is an entry-level position responsible for the processing and acknowledgement of all gifts and pledges. The Donor Database Coordinator is a resource to the Development Team producing donor files, reports, research and database maintenance.

Essential Elements

Gift/Donor Management:

- Accurately research and enter the daily receipt of all monetary gifts and new pledges into Raiser's Edge. Included: daily/weekly/monthly auditing of the data entry of gifts and pledges for accuracy of gift allocation, following donor instructions and checking data entry accuracy.
- Download gifts from Facebook/Blackbaud Merchant Services online donor database for entry/import into Raiser's Edge.
- Verify and research payments against pledges for proper allocation.
- Maintain proper backup for all gifts and pledges.
- Run gift reports when requested and send reports to Development Team and Executive Director.
- Produce gift and pledge acknowledgments with accuracy and within 48-72 hours of receipt of gift.
- Ensure donor/prospect contact and biographical information updates are processed in Raiser's Edge.
- Combine and Merge duplicated records for Database clean-up.
- Ensure that donor/prospect electronic and paper files are maintained in an accurate and timely fashion.
- Research lost donors for new contact information and updating records.
- Respond to inquiries from prospective and current donors.
- Review and analyze data issues, reconcile transactions and audit work completed.
- Review and suggest changes to data entry procedures in order to minimize data reporting errors.

Financial:

- Report gift and pledge information to Executive Director, Major Gifts Office and Director, Global Partnerships & Communications.
- Facilitate check and cash weekly and end of month bank deposits.
- Produce weekly, monthly, annual and ad-hoc reports for Development team, mailings and events.

Additional Responsibilities:

- Administrative support as assigned.
- Work with staff members on training and proper use of Raiser's Edge database.

Qualifications:

- Bachelor's degree or equivalent work experience.
- Gift Processing experience in a Raiser's Edge preferred.
- Raiser's Edge querying and reporting experience preferred.



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- Strong computer skills, including advanced features of Microsoft Word and Excel.
- Exceptional data entry speed and accuracy.
- Highly detail oriented with a critical degree of accuracy regarding data entry and analysis.
- Excellent interpersonal, organizational, and problem-solving skills.
- Ability to prioritize work and to perform multiple tasks simultaneously while adhering to deadlines.
- Ability to understand and follow directions and complex policies and procedures.
- Ability to deal with confidential data.
- Comfortable with making decisions and judgments involving the proper entry, allocation and documentation of gifts and accurately match pledge payments to the correct pledges.
- Bilingual a plus.

Working Conditions and Physical Effort:

This position has some physical demands that include:

- Standing for community functions.
- Sitting, viewing computer monitors, and utilizing a keyboard.
- Reliable transportation.

HOURS: Full-time, 40 hrs. Week – Monday-Friday/ some nights and weekends required
(Must have the ability to work flexible hours when needed)