



Donor Database Coordinator

Ronald McDonald House Charities® Oklahoma City provides a home away from home in an environment of hope for families of seriously ill or injured children seeking treatment in area hospitals.

The Donor Database Coordinator is responsible for maintaining the integrity of the donor management and other databases. The Donor Database Coordinator provides reporting and analysis of trends to benefit the mission of the charity.

Duties and Responsibilities

Gift/Donor Management

- Opens the mail, restrictively endorses checks and enters gifts on the mail log.
- Accurately researches and enters the daily receipt of all monetary gifts and new pledges into the database including auditing for accuracy of gift allocation, adherence to donor instructions and input accuracy.
- Downloads gifts from online portals for entry/import to the database.
- Processes credit cards for gift and pledge payments.
- Verifies and researches payments against pledges and other receivables for proper posting.
- Produces gift and pledge acknowledgement letters within 3 business days of receipt.
- Ensures donor/prospect electronic and paper files are maintained on an accurate and timely basis with proper back up for all gifts and pledges.
- Ensures donor/prospect contact and biographical information updates are entered in the database.
- Researches lost donors for new contact information and updates records.
- Researches, combines and merges duplicated records for Database clean-up.
- Reviews and suggests changes to data entry procedures to minimize errors.
- Responds to inquiries from prospective and current donors.
- Coordinates with the Director of Marketing/Communications and Director of Development to create copy for gift acknowledgment letters.
- Prepares pledge reminder notices and forwards invoices requested by donors.
- Prepares year-end summary for major gift and recurring donors.
- Participates in moves management discussion, planning and execution for donor cultivation and stewardship.

Financial

- Reports gift and pledge information to CEO and Director of Development as needed.
- Reconciles transactions in the database to the financial accounting software monthly.
- Develops reports and runs unique queries to provide insight into donation trends.
- Produces weekly, monthly, annual and ad-hoc reports for mailings, events, grant submissions, audits/990 and other organizational needs.

Additional Responsibilities

- Maintains the donor database and provides database training for staff.
- Attends all events as staff support serving as lead for registration and assisting with tasks as needed.
- Provides database support for online auction platforms.
- Tracks and reports on volunteer activities.
- Administrative support as assigned.

Qualifications

The background and experience of the candidate should demonstrate:

- Experience in a professional office environment with strong computer skills.
- Excellent interpersonal and communications skills both written and oral.
- Strong organizational skills, accuracy and attention to detail.
- Ability to maintain discretion in handling donor confidentiality and privacy.
- Comfort level with making decisions and good judgement involving proper entry and documentation of gifts.
- Donor gift processing, database querying and reporting experience preferred.
- Proactive approach to deadlines and time-sensitive projects/tasks including the ability to prioritize and knowing when to seek assistance.
- Ability to accept direction and to work independently as tasks require.
- Ability to function as a collaborative team member who can manage multiple priorities with a diverse group of constituents.
- Passion for the mission of RMHC

Hours

- Part-time, 20-25 hours per week Monday thru Friday
- Some nights and weekends required occasionally
- Must have the ability to work flexible hours when needed

The job description is for informational purposes only. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work.

Interested candidates should submit their resume and cover letter with salary requirements to <mailto:careers@rmhc-okc.org>. Please include Donor Database Coordinator in the subject line.