

JOB DESCRIPTION

JOB TITLE: Annual Giving & Database Coordinator

SUPERVISOR: Development Director

CLASSIFICATION: Non-exempt, Full Time Position (40 hours a week)

POSITION SUMMARY: The Annual Giving & Database Coordinator plays a critical role in advancing the mission of Ronald McDonald House Charities of Central Pennsylvania (RMHC-CP) by ensuring the accuracy, integrity, and effectiveness of the organization's donor database. This position manages all aspects of donation entry, acknowledgment, reporting, and data management to support fundraising initiatives, donor stewardship, annual giving efforts and strategic decision-making.

KEY RESPONSIBILITIES:

Database Management and Operations (approx. 60%)

- **Data Integrity and Entry:** Oversee and manage the donor database (e.g., Exceed Beyond, Raiser's Edge, Salesforce), ensuring all donor records, gift histories, and interactions are accurate, complete, and up to date.
- **Gift Recording and Acknowledgment:** Record all donations (checks, credit cards, online, in-kind, pledges) in the database in a timely manner. Generate and send personalized acknowledgment letters and tax receipts within established deadlines.
- **Reporting and Analysis:** Create queries, reports, and dashboards to support fundraising efforts, track campaign progress, conduct donor segmentation, and analyze giving trends.
- **System Maintenance:** Implement and maintain database best practices, troubleshoot technical issues, train staff on database usage, and coordinate with finance for monthly reconciliation.
- **Mailing Lists:** Generate accurate mailing lists for appeals, newsletters, and event invitations, coordinating with internal communications teams or external vendors where necessary.

Annual Fundraising Coordination (approx. 40%)

- **Campaign Execution:** Assist in developing and executing multi-channel annual fund campaigns (direct mail, email solicitations, social media outreach, Giving Tuesdays, etc.).
- **Donor Stewardship:** Support donor cultivation and stewardship activities, which may include managing a personal portfolio of mid-level donors, assigning thank you calls, and ensuring timely follow-up.
- **Event Support:** Support logistics for annual fundraising events, including making sure that all donor data is accurate and up to date before and after the event.
- **Prospect Research:** Conduct research on prospective donors and corporate sponsors to identify new opportunities and build the funding pipeline.
- **Fundraising Materials:** Collaborate with the marketing/communications team to develop compelling fundraising materials, including solicitation letters, e-blasts, and annual reports.

WORK ENVIRONMENT:

We seek qualified, enthusiastic candidates with a variety of backgrounds and professional experience to broaden our team. At all levels, everyone gets involved and pitches in to get the work done. Teamwork is what we are made of! We operate in a professional environment with a servant leadership attitude. In

conjunction with certain work functions, the employee must be able to lift packages up to 30 pounds, sit and stand for longer periods of time than usual, experience significant computer screen time and hand movement from data entry/typing. Work at fundraising events may be indoors or outdoors and in possibly hot or wet weather.

QUALIFICATIONS:

- Passion for the RMHC-CP mission and a sincere desire to support the families we serve
- Commitment to working as part of a team
- Demonstrate respect for colleagues, donors, volunteers, and guest families
- High level of professionalism, discretion, and confidentiality required
- Ability to work independently, multi-task, maintain accuracy, and meet set deadlines
- Proficiency with donor management software (e.g., Exceed Beyond, Raiser's Edge, Salesforce) is required
- Strong proficiency in Microsoft Office Suite, especially Excel for data analysis and reporting
- Professional communication skills including written, phone, and in-person correspondence
- Clean PA State Police, PA ChildLine, and FBI fingerprinting clearances required
- Valid driver's license, reliable transportation, and cellular phone are required

COMPETENCIES:

- Interpersonal Skills: Highly professional, friendly, and compassionate demeanor
- Data/Analytics: CRM Proficiency, Excel Proficiency, Data Entry Accuracy, Financial Reporting, Attention to Detail
- Organization: Time management, prioritization, multitasking

EDUCATION & EXPERIENCE:

- Bachelor's degree in business, nonprofit management, or related field
- Minimum of 2-3 years of experience in nonprofit development, fundraising, and database management

SALARY RANGE: \$22-\$25/hour

Apply online: <https://www.rmhc-centralpa.org/who-we-are/careers/>

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