



**Ronald McDonald
House Charities®**
Bay Area

Development Coordinator Position Description

Who We Are

Ronald McDonald House Charities Bay Area (“RMHC Bay Area”) creates communities of support for families of children receiving essential pediatric health care at local partner hospitals. The newly established Bay Area regional chapter provides comprehensive programming and services for families and improves access to care through Ronald McDonald House at Stanford, Ronald McDonald House of San Francisco and two Ronald McDonald House Care Mobiles in Contra Costa and Santa Clara counties.

Job Summary

We are seeking a detail-oriented, motivated self-starter to support our donor database (Arreva’s Exceed! Beyond) and help our team make data-informed decisions about donor cultivation and stewardship. As Development Coordinator, you will handle all gift processing and acknowledgements, produce exports and reports, and conduct prospect research. Additionally, you will support third-party event fundraising by assisting event organizers with approvals, logo usage, and guidance.

This is a full-time, non-exempt position reporting to the Development Manager, Annual Giving.

Primary Responsibilities

- Maintain organization’s database (Arreva’s Exceed! Beyond), acting as one of two primary administrators. Perform or manage entry of all donor information, including contact information, donation history, prospect information, and moves management.
- Process gifts daily (mail, online, in-kind and stock).
- Generate acknowledgment letters daily.
- Work with project managers on creating acknowledgement letter drafts and follow through the approval process.
- Manage matching gift program.
- Export/generate lists and reporting documents for the department.
- Conduct regular maintenance of database, including removal of duplicate records, investigation of bad addresses, and other data integrity practices.
- Provide administrative support to the department as needed.
- Support fundraising and donor appreciation events as needed.
- Provide administrative support to third-party event organizers; manage approval process, communicate guidelines, and assist with logo usage.
- Conducts proper donor (individuals, corporations, businesses, foundations and organizations) research.
- Additional duties that are consistent with the responsibility level may be assigned.

Knowledge, Skills & Abilities

- Knowledge of (or ability to learn quickly) donor databases.

- Computer literate in MS Office Suite, especially Excel and performing mail merges.
- Strong organizational skills and ability to prioritize multiple projects.
- Strong interpersonal skills and excellent written and verbal communication.
- Interest in and/or understanding of the nonprofit community.
- Ability to work evenings and weekends as needed to support events.
- Ability to maintain confidentiality of House families and donors and related reports and documentation.
- Valid CA driver's license.

Experience & Education

- Bachelor's degree and/or at least 2 years of administrative experience.

Please send your cover letter and resume as attachments in MS Word or PDF format only to careers@rmhcbayarea.org. In the subject line of the email, please list your last name and the position title.

To find out more about the organization and the families we serve, please visit our website at www.rmhcbayarea.org.