

Development Office

Associate Director of Gift Administration

Job Description [ID#: 2268786]

GENERAL SUMMARY/ OVERVIEW STATEMENT: Summarize the nature and level of work performed.

The Associate Director, Gift Administration is a key member of a dynamic and growing Brigham and Women's Hospital Development Fundraising team; responsible for the administration, management, and processing of all charitable gifts and pledges to Brigham and Women's Hospital and Brigham and Women's Faulkner Hospital. As well, this position will implement and maintain the department's suite of gift-related policies and procedures, and provide oversight for all day-to-day activities pertaining to donor acknowledgments, tax receipts, and tribute notifications.

PRINCIPAL DUTIES AND RESPONSIBILITIES: Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

- Adhere to all Partners Healthcare Gift Acceptance policies, BWH Internal Audit and Development Office gift procedures, accepted peer and CASE standards, and IRS guidelines.
- Manage 2-3 FTE's including gift processing staff and development services coordinator.
- Daily use and strong understanding of Blackbaud's The Raiser's Edge, or comparable fundraising system.
- Maintain documentation of all Gift Processing standard operating procedures.
- Maintain BWH standards for quality, integrity, and processing time for all gifts and pledges.
- Oversee all daily workflow of gift, acknowledgement, and tribute notification protocols; including quality assurance measures.
- Ensure timely and accurate responses to all gift inquiries.
- Convey gift policies and procedures to multiple constituencies across the hospital.
- Establish and maintain relationships with the appropriate BWH and Partners financial agents, as well as those we work with via Bank of America for banking and lockbox processing activities.
- Administer data entry of all gift types including, but not limited to, pledges, pledge payments, securities transactions, and gifts in kind, estate distributions, planned gifts, etc.
- Manage and oversee proper accounting of all gift modifications as required, including adjustments to gift transactions through Raiser's Edge and in conjunction with Finance.
- Prepare and complete all associated month-end and fiscal year-end financial processes in accordance with BWH and Partners Healthcare Finance procedures.
- Maintain Pledge schedules and produce payment reminders in concert with the terms of each Gift Agreement.
- Serve as liaison with the BWH Finance team relating to charitable gift matters and that of monthly general ledger reconciliation.
- Other duties as assigned.

QUALIFICATIONS: (MUST be realistic, neither overstated nor understated, and related to the essential functions of the job.)

- 4-7 years professional management experience in Development, Finance, or related field
- Experience as a gift processor in a large, complex non-profit organization
- Demonstrated supervisory or leadership experience to establish priorities, organize tasks, direct effective implementation of tasks in a high-pressure environment.
- Bachelor's degree preferred in Accounting, Banking, Finance, or related field.
- Strong familiarity with The Raiser's Edge; understanding of Not-for-Profit and fundraising required.
- Technically savvy, thorough knowledge of Microsoft Office 2007 suite; intermediate skills in Outlook, Word, and Excel.
- Familiarity with legal issues surrounding 501c (3) organizations.

- Thorough knowledge of complex gift vehicles including Planned Gifts, Stock/Securities, and Non-Cash transactions.
- Demonstrated experience with internal and financial audits and 990 tax return filing.
- Ability to identify and implement process improvements; recommend procedures, and abide by established policies.
- Independent decision-making, strong critical thinking skills, and ability to use good judgment, maintain confidentiality, and exhibit discretion in communication with colleagues and constituents.
- Strong written and verbal communication skills as well as demonstrated presentation, organizational, facilitation and problem-solving skills.
- Ability to work occasional weekends, especially during peak processing seasons, as necessary.
- Preferred experience within Academic Medical Center; Notary Public certification, or Certified Public Accountant (CPA) a plus

SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:
to the essential functions of the job.)

(MUST be realistic, neither overstated nor understated, and related

- Demonstrates results-driven behavior that contributes to the long and short term goals of the department.
- Incorporates best practices into daily work.
- Personal qualities of honesty, integrity, confidentiality, and commitment to mission.
- Demonstrates flexibility and adaptability to change in a fast-paced environment. Accepts and incorporates new ideas and innovations into work processes and procedures; quickly learns new ways and methods of doing things and works through stressful situations with a positive demeanor.
- Enhance and enrich BWH Development and personal skill set. Open to regular performance feedback and opportunities to learn through formal and informal methods; effectively monitors own performance and behavior; influences others by modeling appropriate behaviors; encourages and listens to diversity of opinions and assists coworkers in projects and programs; participates and contributes to team activities.
- Writes in a clear, concise manner that demonstrates a recognition and appreciation of the intended audience; clear and focused in oral communications; listens to others actively and effectively; clarifies information as required and anticipates communication opportunities.
- Strong customer services skills. Ability to develop networks and build alliances both inside and outside of the BWH department; collaborates across boundaries to build relationships and achieve common goals; works to build a shared vision with colleagues and others; proactively anticipates and takes steps to prevent counter-productive confrontations; manages conflicts and disagreements in a constructive manner.

HOSPITAL WIDE RESPONSIBILITIES: These are required of all staff, regardless of position. Do not remove these standards.
Works within legal, regulatory, accreditation and ethical practice standards relevant to the position and as established by BWH/Partners; follows safe practices required for the position; complies with appropriate BWH and Partners policies and procedures; fulfills any training required by BWH and/or Partners, as appropriate; brings potential matters of non-compliance to the attention of the supervisor or other appropriate hospital staff.

All applicants must apply online via [<http://brighamandwomens.org/>] Applications must include a current resume and a cover letter detailing applicable experience and accomplishments.

Confidential inquiries may be directed to Martha M. Hanlon, Director of Development, Staff Development, Partners HealthCare Inc. at mmhanlon@partners.org. 5-22-15