



DATE: September 28, 2015

POSITION: Donor Database Administrator

ORGANIZATION: Ronald McDonald House New York

ORGANIZATION DESCRIPTION: Ronald McDonald House New York (RMH-NY), located in the Upper East Side of New York City, provides affordable temporary housing and enriching programs for young cancer patients and their families while the child receives cancer treatment at one of New York City's superior medical centers (thirteen of which are RMH-NY Partner Hospitals). Since its founding, Ronald McDonald House New York's is proud to have welcomed nearly 30,000 guests from all over the world. In 2014, families staying with us at the House, came from 59 United States, and Territories and 34 countries. At RMH-NY, we diligently endeavor, day in and day out to provide our guests –whether here for days, months or even years, a true home, and caring environment that allows caregivers to set aside housing concerns and focus on their children's health. RMH-NY believes that a diagnosis of cancer shouldn't prevent a child from experiencing the joy of discovery and enlightenment that a quality program can provide. As pediatric oncology treatments prolong young lives, there is the obvious need to expand enrichment programs for the entire family, including the child/patient, their siblings and parents with primary concentration on the caregiver.

PRIMEARY RESPONSIBILITIES: The Donor Database Administrator is primarily responsible for maintaining the Raiser's Edge and Luminate databases and the integrity of the data import/export. Reporting to the Director of Major Gifts, this position will have excellent organizational and analytical skills; will work to keep data clean, functional and secure.

OVERALL RESPONSIBILITIES: Manages all aspects of the Raiser's Edge and Luminate donor database: establishes standards and procedures for entering data, provides training and support to users, enters contributions and assures integrity of the database through regular maintenance of records, and resolves system problems that may have a significant effect on business operations. Works closely with the Finance Department to support timely and successful outcomes donation entries and collection of pledges. Work closely with vendor to support successful data pulls for direct mail campaigns.

KEY TASKS: Set standards of donor entry for all those who enter data into Raisers edge to guarantee consistency and accuracy • Provide guidance to gift entry process with Raiser's Edge and Luminate • Manage required data functions in Luminate • Manage Direct Mail Reporting, generate files that segment data to meet the criteria of the direct mail strategy. Ensure the protection of the donor files confidentiality • Work with Development Team to systematically invoice un-paid pledges and resolve payments accurately within Raiser's Edge • Maintain data integrity of all incoming donations. Keep the database up to date and perform ongoing cleanup. Train Staff on use and functionality of Raiser's Edge Software • Provide support and instruction of Raiser's Edge to other staff • Investigate any Raiser's Edge system errors and problems,

identify possible causes, resolve issues and communicate procedures to rectify the situation •
Develop and Design and Generate reports and queries to assist in better department efficiency •
Provide accurate donor information for the Annual Report and organize other reports and event
systems • All other duties as assigned by supervisor

KEY COMPETENCIES: Vast knowledge of Raiser's Edge System • High attention to detail •
Strong analytical skills • Strong project management skills • Ability to work independently •
Must know Excel

**Email cover letter with attached resume to Patrick Lenz, plenz@rmh-newyork.org with
Subject: Donor Database Administrator**