

Job Description – MIT Job # 23092

Functional Area:	Office of the Vice President for Finance, Office of the Recording Secretary		
Job Title:	Gift Processing Assistant 2	Position Title:	Gift Operations Assistant
Reports to:	Associate Director of Gift Operations	Prepared on:	August 2023
Salary Grade: 5	Hourly Rate: \$22.37 - \$28.85/hr	Hours per week/status: 40/Non-Exempt	

About the Office of the Vice President of Finance:

Join the MIT Office of the Vice President for Finance (VPF) and be part of a team dedicated to managing the Institute's financial resources to support education, research, and innovation. At VPF, we prioritize excellence, integrity, and inclusiveness in our work and office culture.

VPF achieves goals through teamwork and collaboration, and we celebrate those successes together. Our team comprises professionals with diverse backgrounds and skill sets who share a passion for financial and administrative excellence.

VPF offers flexible work schedules with both remote and in-office work. A VPF staff member will spend 2-8 days per month in the office, depending on the position and specific team schedules. Our primary location in Technology Square is convenient to amenities, including coffee shops, lunch spots, and events on MIT's main campus. Commuter resources, including free MBTA passes and commuter rail discounts, are available to all employees.

MIT's comprehensive benefits package demonstrates a commitment to our employees' well-being. Our benefits include health and dental insurance, a 401(k) plan with employer match, an additional pension plan with 100% of contributions managed and paid for by MIT, paid vacations and holidays, and more.

Position Overview

The Gift Operations Assistant will provide support in the Office of the Recording Secretary on services that ensure timely processing of gifts to the Institute. They will focus on functions to maintain the integrity of all relevant gift processing data and maintain institutional documentation associated with gift operations including adding new records and updating databases, processing gifts and pledges to MIT, conducting basic research, reporting on and reconciling data issues. This person will also provide light administrative support to the Director of Gift Administration and Recording Secretary. Administrative responsibilities will account for five hours per week, on average. The ideal candidate will be a consummate customer service professional with a keen eye for detail and an interest in fundraising and/or finance and accounting.

Principle Duties and Responsibilities

- Conduct timely and accurate processing of gifts, pledges, and payments and records all in the gifts database
- Provide frontline contact and high-quality customer service in the course of responding to constituent requests received via phone, email, or in person and ensures appropriate resolution, escalating as necessary

- Respond to and in some cases delegate Request Tracker tickets while providing customer service to internal and external constituents
- Support database integrity by making necessary updates or corrections and enter biographical updates for alumni, friends, and donors
- Support and manage the Director's calendar as needed, including scheduling appointments while accommodating multiple calendars and competing priorities
- Help prepare for meetings including finalizing agendas, preparing documentation, arranging catering, coordinating audio-visual services, and booking space
- Help ensure the smooth team operations by ordering supplies, processing mail, performing website maintenance, coordinating standing mailings, and assisting with bank deposits
- Prepare gift records, tax receipts, acknowledgment documentation, and tribute letters to honorees
- Help prepare materials for biannual pledge payment reminders
- Request and prepare giving reports to support the team's efforts and ensure process integrity
- Create and properly maintain appropriate file systems to meet the evolving needs of the RSO
- Prepare expense-related forms, including requisitions, vouchers, requests for payment, and expense reimbursements for MIT Procurement Card purchases
- Review information entered into database for accuracy and consistency
- Act as backup to other team members as needed
- Other duties as assigned

Qualifications

Required

- High school diploma or equivalent
- At least three years of administrative experience, preferably in a fundraising environment
- At least one year of experience providing outstanding customer service
- Demonstrated knowledge and use of relational databases, preferably SAP and/or Advance
- Ability to work occasional evenings and weekends during peak processing seasons at calendar year-end (mid-December to mid-January) and fiscal year-end (late June to early July)
- Proficient in Microsoft Word and Excel
- Strong interpersonal and communication skills
- Demonstrated ability to use discretion and maintain confidentiality at all times
- Strong organizational skills and attention to detail
- Ability to learn tasks quickly and perform accurately

Preferred

- Bachelor's degree
- Proficiency in Advance, FileMaker Pro and Apple products
- Experience with Outlook calendaring software
- Familiarity with Ellucian CRM Advance gift system or similar fundraising database
- Knowledge of MIT policies, procedures, and operational systems

Supervision Received

Reports to the Associate Director of Gift Operations

Supervision Exercised

None

Additional Information

MIT considers equivalent combinations of experience and education for certain jobs. All candidates who believe they possess equivalent experience and education are encouraged to apply.

Employment is contingent upon the completion of a satisfactory background check.

MIT is unable to provide work authorization or visa sponsorship for this position.

This position has a six-month probationary period for new employees to the Institute.

Diversity, Equity, and Inclusion

VPF benefits from a diverse and engaged workplace and seeks to further enhance our community by employing individuals from varied backgrounds. VPF actively supports MIT's commitment to advancing a respectful and caring community that embraces diversity and empowers everyone to learn and do their best.

MIT is an equal employment opportunity employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.

VPF is Mission Focused

The Office of the Vice President for Finance (VPF) works to advance MIT's mission by supporting thoughtful stewardship and effective deployment of the Institute's financial resources. Forward-thinking and future-oriented, the office is working to create a seamless administrative experience for MIT colleagues and make it easier for them to comply with grant, accounting, and other applicable rules. VPF also seeks to enhance the quality of financial information available to MIT and is focused on providing services that are readily adaptable to the evolving demands of an increasingly global Institute.