

OFFICE OF THE VICE PRESIDENT FOR FINANCE



Functional Area:	Office of the Vice President for Finance, Office of the Recording Secretary		
Job Title:	Gift Administration Coordinator 1 MIT Job # 18623	Position Title:	Gift Operations Associate
Reports to:	Associate Director of Gift Operations	Prepared On:	March 2020
Grade: 6	Duration (if applicable):	Hours per week/status: 40/Exempt	

GENERAL OVERVIEW

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, this 170-person 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. A team-oriented office, VPF strives to exemplify financial and administrative excellence and the highest levels of integrity, inclusiveness, and accountability.

POSITION OVERVIEW STATEMENT

The Gift Operations Associate serves as a member of the Gift Operations team in the Office of the Recording Secretary (RSO), to research and record major gifts to the Institute. The position collaborates closely with internal and external constituents while maintaining appropriate confidentiality of sensitive information. She/he is expected to skillfully and tactfully interact with donors and their representatives regarding receipting, recording, and gift crediting. This position requires exceptional attention to detail, independent judgment and discretion, and the ability to work with minimal supervision. This person is expected to have or quickly develop a thorough understanding of Internal Revenue Service (IRS) gift regulations, accepted peer standards and procedures, and fundraising database processes.

PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- Record complex donor transactions, timely and accurately, with a special focus on interpreting and vetting related gift documentation while adhering to policies and procedures
- Interpret data to synthesize complex giving histories across multiple databases and resources and compile customized reports for donors and other key stakeholders
- Continuously work to research, create, document, and implement operational enhancements
- Provide customer service for internal and external constituent requests received via phone, email, or in person and ensure appropriate resolution, escalating as necessary
- Establish and maintain effective relationships with the RSO's financial agents and with other key stakeholders
- Support database integrity when making modifications to update or correct errors
- Research and resolve gift processing errors
- Conduct screening of new donors and advance for additional due diligence when necessary, according to established protocols
- Prepare gift record and tax receipts and acknowledgment documentation
- Support the process of assigning new gifts, pledges, and payments in the gifts system
- Provide back up to other team members, as necessary and help train new and temporary staff on processes
- Other duties or projects as assigned

QUALIFICATIONS

Required:

- At least two years of experience in gift processing or similar position in a fundraising environment, preferably in higher education
- Bachelor's degree, or equivalent experience
- At least one year of experience providing customer service to a wide variety of constituencies
- Proficient skill with Microsoft Word and Excel
- Demonstrated ability to be discreet and maintain confidentiality
- Exceptional written and oral communication skills
- Meticulous attention to detail and demonstrated superior skill to establish priorities, organize tasks and follow through in a high-pressure environment
- 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)

Preferred:

- Demonstrated experience working with IRS, Financial Accounting Standards Board (FASB) and the Council for Advancement and Support of Education (CASE) guidelines that govern gift recording, receipting, and reporting
- Demonstrated knowledge and use of relational databases, preferably SAP and Ellucian Advance or similar fundraising databases
- Proficient skill with FileMaker Pro and Apple products
- Knowledge of MIT policies, procedures, and operational systems

SUPERVISION RECEIVED

Receives supervision from the Associate Director of Gift Operations

SUPERVISION EXERCISED

None

A background check (including checking criminal records) will be required for the final candidate.

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

This position has a 6-month probationary period for new employees to the Institute.

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.

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.