



Functional Area:	Office of the Vice President for Finance, Office of the Recording Secretary		
Job Title:	Gift Processing Assistant 3	Position Title:	Senior Gift Operations Assistant
Reports to:	Associate Director of Gift Operations	Prepared On:	August 2021 MIT Job # 19998
Level: 6	Salary Range: \$27-31 per hour	Hours per week/status: 40/Non-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 165-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 Senior Gift Processing Assistant will provide support in the Office of the Recording Secretary on services that ensure the recording and timely processing of gifts to the Institute. She/he will focus on functions to maintain integrity of all relevant gift processing data and maintain institutional documentation associated with gift operations including add new records and update databases, process gifts and pledges to MIT, conduct basic research, report and reconcile data issues. 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.

PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- Conduct timely and accurate recording of a variety of types of gifts such as cash, check, wire, payroll deduction, and securities into the Advancement gift system
- 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
- Review information that is entered into databases for accuracy and integrity purposes, ensuring consistency with documented business practices, and reconciles inconsistencies or errors
- Work with MIT departments to confirm appropriate funds to which gifts should be recorded and to determine whether or not the payment is a gift and complete journal voucher entries when not a gift
- Respond to and in some cases delegate Request Tracker tickets while providing customer service to internal and external constituents
- May provide one-on-one hands-on data and gift entry training on the Advancement database in accordance with the necessary baseline training requirements for new staff
- 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
- Act as backup to other team members as needed
- Other duties as assigned

QUALIFICATIONS

Required:

- At least three years of administrative experience, preferably in a fundraising environment
- At least two years of experience providing outstanding customer service
- Demonstrated knowledge and use of relational databases, preferably SAP and/or Advance
- Ability to work evenings and weekends during peak processing seasons at calendar year-end (mid-December to end of 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 preferred
- Proficiency in Advance, FileMaker Pro and Apple products
- Familiarity with Ellucian CRM Advance gift system or similar fundraising database
- Knowledge of MIT policies, procedures, and operational systems

Supervision Received

Receives supervision from the Associate Director of Gift Operations

Supervision Exercised

None

Remote Work

MIT is committed to supporting a safe and equitable workplace. MIT and VPF are developing guidance, policies, and models for returning to work on campus in the fall. As of August 2021, this position is designated as one that can be performed in a hybrid model of three days per week remote, two days per week in the office, and is subject to change.

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.