



Manager of Gift Processing, Research, and Operations

The Manager of Gift Processing, Research, and Operations serves as a key technical and analytical resource within the Office of Advancement, responsible for ensuring the accurate, timely, and compliant processing of all donations, including complex and non-standard gifts. This role maintains CRM data integrity, resolves complex processing, and serves as a resource to Advancement staff regarding gift entry standards, donor record management, and compliance requirements. Through these responsibilities, the position plays a key role in maintaining the integrity of fundraising data and financial reporting.

Responsibilities:

Gift Processing

- Process and validate all gift types with exceptional accuracy and attention to detail, ensuring the integrity of donor and financial records, including stock, securities, wire/ACH transfers, donor-advised fund grants, matching gifts, in-kind gifts, planned gift payments, and complex tributes and soft credit arrangements.
- Analyze donor documentation and correspondence to determine appropriate gift classification, fund designation, and crediting structures.

Data Integrity & Quality Control

- Identify and correct biographical inconsistencies, duplicate records, and data conflicts.
- Maintain strict confidentiality while handling sensitive donor financial, biographical, and philanthropic information in accordance with institutional privacy policies and data governance standards.
- Prepare and validate tax receipts and acknowledgment letters.
- Manage pledge reminders, statements, and year end documentation.
- Support financial reconciliation and audit readiness by ensuring gift transactions are recorded accurately and in accordance with school standards.

Technical CRM Responsibilities

- Perform CRM batch management, imports, audits, and troubleshooting.
- Serve as point person on CRM gift processing functionality, assisting with troubleshooting, testing system enhancements, and evaluating the impact of system changes on gift processing workflows.

Research

- Conduct research on all donor prospects

Donor Support

- Communicate with matching gift vendors and corporate partners.
- Assist in training staff in CRM usage as it relates to Gift Processing policies & procedures.

Qualifications

- Bachelor's degree or equivalent combination of education and experience.
- 3–5+ years of experience in advancement services, gift processing, or related field recommended.
- Strong knowledge of fundraising databases/CRMs and data management best practices.
- Exceptional analytical skills and attention to detail.
- Ability to manage confidential information with discretion.
- Strong communication and interpersonal skills.
- Proficiency in Microsoft Office, particularly Excel; experience with data imports and reporting tools preferred.

Compensation

Salary Range: \$55,000 - \$65,000 plus a comprehensive benefits package including: health, dental, vision, life, paid time off.

Please submit a cover letter and resume to Maureen Ridings, Executive Director of Advancement, at mrulings@fontbonneboston.org.

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any terms, privileges, or conditions of employment because of a person's physical or mental disability.