Ronald McDonald House ® Mountain West Job Description

Title: Development Database Specialist	Pay Grade: D
Location: Salt Lake City, UT	Position Type: Full Time
Current Employee: Open	Reports to: TBD
Team: Development & Marketing	Revision Date: August 2026
Starting Rate of Pay: $21.50	Hours: 40 hours

Our Culture: We provide essential services that strengthen families, remove barriers, and help ensure the best possible outcomes when children need healthcare

Current Programs: SLC Ronald McDonald House, SLC Primary Children's Hospital Family Rooms (3), University of Utah Hospital Family Room, Lehi Primary Children's Hospital Family Room, Taylorsville Behavioral Health Campus Family Room, Ogden Regional Medical Center Hospitality Cart

Benefits: Paid Time Off, Paid Holidays, Medical, Dental, EAP, Vision, 401K, Life and Disability Insurance

Position Summary:

The Development Database Specialist works with the development team to execute timely and accurate donor thank you letters and gift recognition through donor software systems; generate database reports and donor and campaign tracking; provide data entry and exports, oversee and manage the annual mailing calendar and ensure mailings are completed on time; is proficient in all donor databases used by RMH for purposes of data entry and reporting, and responsible for the integrity of the data filing systems.

Primary Duties and Responsibilities include:

Donor Databases:

- Develop and maintain a high level of proficiency in all donor databases utilized by RMH (Salesforce, auction platforms, Family Registry, and other giving platforms)
- Provide data entry, regular reviews and corrections in donor database as needed
- Ensure that accurate records are kept, create and run lists for donor analysis, track retention of key donors, as well as new donor acquisitions that meet the major donor criteria for annual stewardship tracking.
- Run lists and reports to create action items for donor solicitors.
- Work with Chief Philanthropy Officer to personalize communication with key donors when sending mailings. Coordinate to avoid multiple mailings at the same time and generic mailings and be aware of donor preferences.
- Track and update mailing address changes
- Maintain email distribution lists
- Set up and utilize basic Excel spreadsheets as required

- Report production from Salesforce and event databases
- Coordinate efforts with Accounting Manager to Reconcile Accounting Software with Salesforce
- Act as backup to Accounting Manager for Mail and Daily Receipt Packets

Donor Thank You Letters and Recognition:

- Generate timely, accurate and customized donor thank you letters and gift receipting for *both* cash and in-kind gifts
- Research donor intent and gift details as required to help ensure accurate and meaningful gift recognition
- Maintain and regularly update customized donor thank you letter templates.
- Generate and distribute "In Honor Of" and "Memorial" gift acknowledgement cards
- Work closely with the development team to identify opportunities to better utilize donor software (campaign and dashboards), and errors and omissions in organizational systems and donor databases and take action to make corrections as appropriate.

Event-Related Database Entry and Coordination:

- Create and execute donor and gift entry with RMH's event software systems (electronic bidding devices, on-line giving platforms, texting software) to support development goals
- Ensure integration of data between software systems for RMH to maintain permanent donor records
- Coordinate training and/or provide data entry in event databases
- Inventory control, auction item and database management for events
- Event receipting and invoicing
- Assist with event planning, preparation and event day as needed
- Provide accounting and/or registration role for major fundraising event(s)
- Provide logistical support for donor stewardship, development mailings, fundraising, annual appeals and campaigns
- Help with mailings including, but not limited to creating mailing lists, merge/de-dupe, print envelopes/labels, stuff, stamp, etc.

Other Duties and Responsibilities:

- Maintain the Development team's annual mailing calendar, ensuring the team is on track and that mailings do not overlap unnecessarily
- Assist with Development projects and general administrative tasks
- Attend monthly staff and Development meetings
- Perform duties outside of normal responsibilities, as needed
- All other duties as required

Work Environment

- Most work is conducted in an office or home environment. Some remote work is a possibility, though a regular presence onsite is expected to maintain a connection to mission and team.

- Attendance at events may be indoors or outdoors, possibly inclement weather.
- Must possess a valid driver's license and have access to a personal motor vehicle.

The Person

Experience Required:

2+ years of combined experience with proven expertise in the following areas:

- Demonstrated experience with database/CRM management, preferably Salesforce, including data integrity, reporting, and maintenance
- Experience with GoFundMe Pro, GiveSmart, auction/event software, or similar platforms preferred
- Managing multiple projects, priorities, and competing deadlines with accuracy and attention to detail.
- Gift processing, reconciliation, reporting, and/or nonprofit fundraising systems

Education: Bachelor's or associate degree in Business, Communications or related field is preferred

Knowledge, Skills, Abilities

- Exceptional verbal, written, and interpersonal communication skills.
- Computer proficiency, including email, Microsoft Office Suite, and database software.
- Experience with timely data entry.
- Excellent organizational skills and meticulous attention to detail.
- Ability to work with people from diverse backgrounds.
- Ability to work well under pressure and maintain deadlines.
- Adherence at all times to RMH's stewardship policy, maintaining strict confidentiality with privileged donor information.
- The ability to maintain confidentiality is essential.
- Ability to think strategically and analytically and to problem-solve.
- Ability to work under limited supervision, both independently and as a team member.
- Flexibility with work assignments and changing priorities.
- Ability to see change as an opportunity rather than an obstacle.
- Proven leadership and problem-solving skills.
- Demonstrated ability to effectively manage multiple projects.
- Proficient in data management: recording, filtering, and reporting

Other:

- Passion for the mission of Ronald McDonald House

Essential Physical and Sensory Requirements:

- This position requires regular standing, walking, bending, reaching, and carrying.

- The person in this position frequently communicates with the public during events, accurately, loudly, or quickly.
- Ability to sit or stand for extended periods for certain events and perform computer-based work
- Occasionally lift and move items (packages) up to 50 pounds

Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements

- Eligibility to operate company vehicles, maintaining a valid driver's license and satisfactory MVR
- Willingness to meet Ronald McDonald House immunization requirements due to proximity with vulnerable patients and their families.

Ronald McDonald House is an equal opportunity employer and values a diverse workplace

Acknowledgement:

Ronald McDonald House Mountain West reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing organizational needs. Further, these statements are intended to describe the general nature and level of work involved in this job. This job description is not intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment. I understand and acknowledge that the above description represents our aligned understanding as to the general responsibilities and expectations of the job to be performed and in no way constitutes a contract.

Employee Name	Employee Signature	Date