

**Title: Associate, Donor Services & Finance****Reports to:** Sr. Director, Finance**Department:** Donor Services**Location:** Norwalk, CT (Hybrid)**MMRF OVERVIEW:**

The Multiple Myeloma Research Foundation (MMRF) is the largest nonprofit in the world solely focused on accelerating a cure for each and every multiple myeloma patient. We drive the development and delivery of next-generation therapies, leverage data to identify optimal and more personalized treatment approaches, and empower myeloma patients and the broader community with information and resources to extend their lives. Central to our mission is our commitment to advancing health equity so that all myeloma patients can benefit from the scientific and clinical advances we pursue. Since our inception, the MMRF has committed over \$600 million+ for research, opened nearly 100 clinical trials, and helped bring 15+ FDA-approved therapies to market, which have tripled the life expectancy of myeloma patients. To learn more, visit [www.themmr.org](http://www.themmr.org).

**MMRF Core Values:**

At the MMRF our core values define both who we are and how we work together as an organization. We believe in investing in our team and building a culture that will help us pursue our highest level mission to accelerate a cure for each and every multiple myeloma patient. Our five core values are expressed below:

1. **Prioritize Patients** - Patients are at the center of everything we do. Every decision we make is grounded in the needs and best interests of the patients we serve.
2. **Drive Innovation** - We are committed to pursuing big, bold ideas. Taking risks, trying new approaches, and challenging the status quo are necessary to speed new discoveries.
3. **Deliver Solutions** - Taking on complicated challenges is what sets us apart. To deliver results, we must be decisive, take action, and act with urgency on behalf of the myeloma community.
4. **Do It Together** - We know that together, we are stronger. We work cross-functionally with the entire community to achieve our mission and are invested in the success of others.
5. **Build Trust** - We build trust-based relationships. We advocate for each and every myeloma patient by committing to diversity, equity, and inclusion and treating others with respect.

**Position Overview:**

The Donor Services & Finance Associate works to proactively support and improve all aspects of the donor experience for MMRF constituents. This includes oversight for gift data entry, processing and receipting; ensuring accurate database content, integrity and utility by managing facets of data entry, policy and hygiene; proposing and creating systems that improve the donor experience, reduce organization risk and increase efficiency. The Donor Services & Finance Associate will also act as a liaison to the Development and Events departments by recognizing opportunities for donor engagements, providing accurate data reporting and reconciliation of the various CRM and Financial systems. The ideal candidate will have a strong donor service and customer service background, mathematical aptitude, and the technical capacity to implement the industry best-practices in donation management, data input and constituent relationship building.

**Essential Functions:**

- Support the Donor Services team in the process for entering gifts into the Sales Force database and the Classy fundraising tool, following established protocol for gift entry and acknowledgement/receipting of said gifts.
- Process donations received via phone, checks sent to the BOA Lock Box, credit card, Venmo, PayPal, stock, ACH and EFT. This includes daily downloads of gift and donor information.
- Manage the gift reconciliation of Salesforce with Abilla and Salesforce with Classy, and any additional platforms.
- Support processes with the Donor Services team in key tasks such as entering gifts, providing Finance with bank deposit allocation reports, notifying families for memorial/tribute gifts via email or postal mail, and the processing of the daily mail to the MMRF.
- Handle communication with donors through customer service phone calls, emails and letters related to donations and gift processing, as well as communications with the Development and Event teams.
- Manage the life cycle of private donor pledges as well as pharmaceutical grants.
- Monitor all acknowledgement letters on a weekly basis to ensure all information is accurate and timely.
- Support the Finance team with preparation for the annual audit.
- Create and maintain standard operating procedures for all responsibilities ensuring process transparency.
- Collect and analyze trends in donor giving and event fundraising efforts.
- Work with all internal MMRF departments to ensure cross functional collaboration and information sharing.
- Engagement in ongoing professional development.
- Provide excellent customer service, anticipating and exceeding the needs of donors and patients.

**Qualifications:**

- 1-3 years of experience in a non-profit fundraising and donor services role.
- Bachelors degree in a related field preferred
- Deep commitment to the MMRF's core values and ability to model those values in relationships with colleagues, partners, patients and donors.
- Strategic thinker with analytical, critical thinking, and problem-solving abilities.
- Proficiency with Microsoft Outlook and the Microsoft Office suite of software.
- Experience with Salesforce preferred.
- Experience with Matching Gifts preferred.
- Demonstrated interpersonal, communication and presentation skills both written and oral focusing on maintaining appropriate patient and donor confidentiality.
- Strong project and time management skills, detail oriented and organized with an ability to prioritize and manage multiple tasks.
- Strong self-motivation and the ability to work as a team member.

**EEO Statement**

The Multiple Myeloma Research Foundation (MMRF) is an equal opportunity employer and does not discriminate against any candidate based on race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender,



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gender identity, gender expression, age, military and veteran status, sexual orientation, or any other factor protected by federal, state, or local law.

*The MMRF does not sponsor/facilitate any type of work authorization for this role. All applicants must currently have original valid unrestricted authorization to accept new employment in any role in the U.S. with any employer. There is also no future employer-provided sponsorship for this role to obtain or extend authorization to work in the U.S.*