



Medical Debt

DONOR ENGAGEMENT ASSOCIATE

Primary Category: Philanthropy

Type of Position: Full-Time Exempt

Location: Flexible (willingness to travel to NYC headquarters)

Education Requirement: Bachelor's Degree Preferred

Experience Requirement: Minimum 3 years professional experience

ABOUT UNDUE

Undue Medical Debt (formerly RIP Medical Debt) is a national 501(c)(3) nonprofit whose purpose is to strengthen communities by erasing financially burdensome medical debt. Founded in 2014, Undue Medical Debt is one of the leading charitable organizations that addresses medical bills. We work tirelessly to end medical debt and ensure a future where everyone can access healthcare without fear.

How does it work? Undue utilizes donations to buy large bundles of medical debt and then relieves that debt with no tax consequences to recipients. The results have been spectacular— more than \$11.8 billion in medical debts eradicated so far, providing financial relief for over 7 million individuals and families. We strive to be a source of justice in an unjust healthcare finance system; an innovative solution for patient-centered healthcare providers; and a moral force for systemic change.

Undue's offices are located in Long Island City, NY, just minutes from Manhattan, conveniently located steps away from many major subway lines. The team has implemented and fully embraced a hybrid work environment, working from the office only 3 days per week.

ABOUT THE POSITION

Undue is seeking a strategic, personable, data-driven, creative, passionate, and outgoing, individual to lead the organization's growing crowdfunding efforts. Reporting to the Vice President of Philanthropy, the Donor Engagement Manager will be responsible for managing compelling grassroots campaigns that drive financial support and capture the passion of Undue Medical Debt's community of supporters. This role involves managing the day-to-day operations of these campaigns, including interacting with donors & internal staff to provide high-level engagement and successful campaign goals.

In addition to these core duties, they will provide daily administrative support as needed, helping to ensure the Philanthropy team operates efficiently. This is a full-time hybrid (will work in the office 3 days/week) or remote position.

DUTIES AND RESPONSIBILITIES

Donor Engagement

- Manage and oversee Undue's online campaign fundraising program, ensuring a seamless experience for campaign creators and donors.

- Serve as the lead resource for campaign creators, providing helpful advice, resources, and ongoing support throughout the fundraising process.
- Develop and implement strategies to increase participation and donations for online crowdsourcing campaigns.
- Collaborate with cross-departmental colleagues to strengthen the current infrastructure and ensure future growth of the campaign fundraising program.
- Craft compelling social media content and messaging to promote crowdsourcing campaigns and build excitement within Undue's donor community.
- Identify, organize, and evaluate donor data to determine giving capacity, affinity, and retention/growth trends within the campaign donor pool.
- Partner with members of the Philanthropy team to cultivate & steward campaign donors and strengthen the major/leadership gift pipelines.
- Produce donor reports that summarize and synthesize campaign donor data and other pertinent information needed to create effective fundraising strategies.
- Maintain knowledge of best fundraising practices, donor cultivation strategies, and current philanthropic trends/new resources.
- Develop a keen understanding of the work of Undue Medical Debt, including program areas, services, and relevant issues related to medical debt-relief.

Database & Administrative Support:

- Maintain and update donor database, ensuring accurate and organized records.
- Assist with administrative tasks related to fundraising activities - including data analysis, reporting, data entry, gift processing, and donor prospecting.
- Provide general administrative support to the Philanthropy team as needed.
- Must maintain discretion and ensure confidentiality of sensitive information.

QUALIFICATIONS

Technical Skills:

- Basic knowledge of Microsoft Office suite is required.
- Experience with CRM database systems is required (Bloomerang and/or Raiser's Edge preferred)

Key Competencies

- Outstanding interpersonal skills; comfortable in an external facing role; Creative and innovative.
- Excellent and compelling verbal and written communication skills; high attention to detail and follow-up, and excellent organizational skills.
- Meticulous project management skills and ability to plan, prioritize and organize a diversified workload; must meet deadlines
- Ability to receive, prioritize, and follow-up with requests from various stakeholders
- Keen analytical skills

- An exceptional work ethic and track record of personal initiative; collegial and collaborative
- Passion for Undue Medical Debt's mission and eagerness to become well-versed in our work
- Willingness to learn about the inequities of healthcare/various national healthcare systems
- Strong ability to perform in a fast-paced and high-volume environment
- Flexibility and adaptability to new processes in an emerging and changing environment

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE

- Bachelor's Degree preferred
- 3+ years of direct donor engagement and/or frontline fundraising experience required
- Demonstrated success in managing crowdsourcing campaigns or fundraising committees
- Strong administrative, customer service, or volunteer management experience is required
- Experience in nonprofit management, donor relations or a development-related area (such as institutional giving, fundraising, alumni relations, marketing, or similar work)
- Proficiency in database management software (ex. Bloomerang, Raisers Edge) and related software (ex. iWave)

COMPENSATION AND BENEFITS

- Base annual salary \$70,000-75,000 for candidates located in the NYC area, commensurate with experience.
- Hybrid work environment (office work 3 days a week).
- 4 weeks PTO (with additional days granted upon 3rd and 5th anniversaries).
- Fully paid medical, dental, and vision coverage.
- Employer-paid life insurance, short-term and long-term disability.
- 403(b) retirement plan matching.
- Employee Assistance Program.

HOW TO APPLY

To be considered for the position, send your resume and cover letter to apply@unduemedicaldebt.org

EQUAL OPPORTUNITY EMPLOYER STATEMENT

Undue Medical Debt is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Undue Medical Debt makes hiring decisions based solely on qualifications, merit, and business needs at the time.