Ronald McDonald House® Southwest Florida

Title: Administrative & Development Coordinator
Reports to: President & CEO
Status: Exempt
Salary: $50,000 - $55,000 annually

Summary

The Administrative & Development Coordinator provides essential administrative, donor relations, and fundraising support for Ronald McDonald House® Southwest Florida. This role supports daily administrative operations and Board administration, coordinates activities related to the Round-Up for Ronald McDonald House initiative, and assists development and marketing staff with event planning and execution, including event volunteer coordination. Working collaboratively across departments, the Coordinator helps maintain efficient operations, strengthen donor and McDonald's partner relationships, and deliver organized, mission-aligned events and initiatives. This role reports to the President & CEO.

Essential Job Responsibilities

Administrative Support & Donor Relations

- Perform administrative duties, including phone coverage, correspondence management, scheduling, document preparation, and meeting coordination.
- Serve as the primary staff point of contact for visitors and incoming inquiries, providing coverage when volunteers are unavailable and additional support as needed.
- Support the Director, Business & Finance, with mail processing, invoice routing, check printing and coordination, deposit preparation, IT/vendor coordination, in-kind gift tracking, and office supply management.
- Assist with donor relations activities, including preparing timely tax acknowledgment letters, thank-you correspondence, and other donor communications in coordination with development staff.
- Maintain accurate donor and administrative records, including contact information, in-kind gifts, and assist with preparing donor lists, giving reports, and fundraising data for internal planning and reporting.
- Respond to routine inquiries from donors, partners, vendors, and other stakeholders with professionalism, care, and discretion.

Round-Up for Ronald McDonald House Coordination

- Coordinate day-to-day activities supporting the Round-Up for Ronald McDonald House initiative in collaboration with the Director of Development, designated staff, and McDonald's partners.
- Maintain regular communication with McDonald's Owner/Operators, restaurant managers, and designated contacts to encourage participation and support engagement.
- Coordinate restaurant outreach, visits, and the distribution of promotional materials, program updates, and resources.

- Assist with implementing and tracking restaurant incentive and recognition activities to encourage participation and celebrate achievements.
- Maintain accurate participation and performance records, prepare updates, and identify opportunities for follow-up and additional support.

Event Coordination

- Assist development and marketing staff with planning, preparing for, and executing fundraising, donor engagement, and other organizational events.
- Coordinate assigned event logistics, including materials, supplies, registration, vendor communication, deliveries, and event schedules.
- Coordinate volunteers for all organizational events, including identifying staffing needs with event leads, scheduling assignments, communicating instructions before events, and providing day-of direction and support.
- Support day-of-event operations, including setup, troubleshooting, and breakdown.
- Assist with event-related communications and the preparation and distribution of materials in collaboration with development and marketing staff.
- Support post-event follow-up, including acknowledgments, record updates, supply reconciliation, and documentation of event outcomes.

Board of Directors Administrative Support

- Provide administrative support to the Director of Development for the Board of Directors and committee activities.
- Coordinate meeting schedules, calendar invitations, and attendance confirmations.
- Assist with preparing, compiling, and distributing agendas, and Board packets, and maintaining current documents in the Board portal.
- Record meeting minutes, maintain Board and committee records, and track action items for follow-up.
- Maintain current Board rosters, contact information, terms of service, and required forms, and assist with onboarding materials for new Board members.
- Handle Board communications and confidential materials with professionalism and discretion.

Performance Requirements

- Deliver excellent customer service and exemplify the mission and values of Ronald McDonald House Southwest Florida.
- Demonstrate flexibility, patience, and professionalism in a fast-paced environment.
- Collaborate effectively with staff, volunteers, families, Board members, donors, and community partners.
- Apply strong problem-solving and decision-making skills to support daily operations.
- Manage multiple responsibilities with accuracy, organization, and attention to detail.
- Maintain timely, complete, and accurate documentation.
- Exercise strict confidentiality when handling sensitive information.
- Communicate clearly and professionally in both written and verbal formats.
- Interact respectfully and effectively with individuals from diverse backgrounds.
- Work independently while supporting a positive, team-oriented work environment.

Qualifications

- Bachelor's degree preferred; equivalent experience considered.
- Minimum three years of administrative or office experience.
- Proficiency in Microsoft Office Suite.
- Bilingual proficiency in English and Spanish preferred.
- Donor relations, event coordination, or nonprofit experience preferred.