

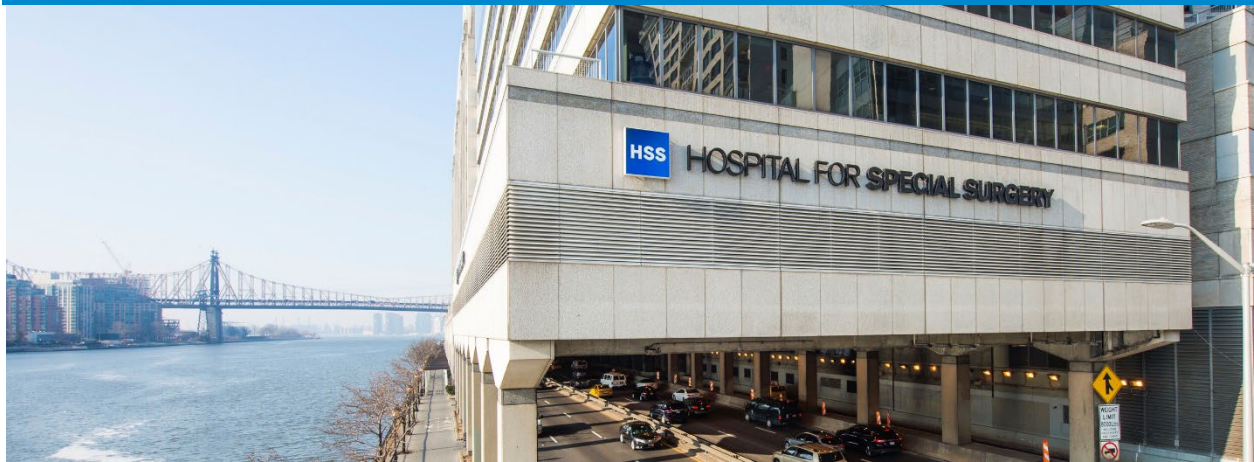


Mission: “Advance human mobility for people across the globe through the most trusted musculoskeletal care continuum, powered by leading talent, and innovative research, education, and technology.”

[www.hss.edu](http://www.hss.edu)  
New York, NY  
In Person Employment

## MANAGER, GIFT ADMINISTRATION

### ABOUT THE OPPORTUNITY



For over 150 years, Hospital for Special Surgery (HSS) has inspired some of the greatest minds in orthopedics and rheumatology. HSS has repeatedly achieved national recognition as a leader in the field. HSS is [nationally ranked No. 1 in orthopedics](#) for 16 years in a row and No. 3 in rheumatology by *U.S. News and World Report* (2025-2026) and HSS recently received its fifth consecutive Magnet designation, the first hospital in New York State to do so.

The Manager, Gift Administration leads day-to-day gift processing and administration for the HSS Foundation, ensuring accurate and timely recording, receipting, documentation, and reporting of philanthropic revenue in accordance with organizational policy and regulatory requirements. This role partners with Development Operations leadership and cross-functional stakeholders to maintain strong data integrity and internal controls while continuously improving processes and service. The Manager will report to the Assistant Vice President, Development Data and System and directly supervise two Development Operations Associates.

Hospital for Special Surgery has retained [Freeman Philanthropic Services, LLC](#) to assist with this critical recruitment.

# REPORTING AND IMPORTANT RELATIONSHIPS

The Manager will report to the Assistant Vice President, Development Data and Systems with two direct reports, two Development Operations Associates.

## CORE RESPONSIBILITIES

### Gift Processing and Internal Controls

- Oversee all aspects of gift administration and serve as a primary resource on gift processing practices, documentation requirements, and policy interpretation for internal and external constituents.
- Oversee gift entry and data quality, ensuring transaction accuracy and completeness for all gift types (e.g., checks, credit cards, wires/ACHs, securities, matching gifts, pledges, and online gifts as applicable).
- Review, reconcile, and balance daily transactions, cash reports, lockbox activity (as applicable), and receipts; research and resolve discrepancies promptly.
- Establish, document, and maintain gift processing procedures and internal controls to support audit readiness, segregation of duties, and risk mitigation.
- Ensure gifts are coded accurately (fund/designation, appeals, solicitor/crediting, soft credits, restrictions, and tribute/memorial details) in accordance with organizational policy.
- Facilitate the receipt of gifts, as applicable, e.g., confirm matching gifts, confirm gifts from DAFs and foundations that require certification or banking information, file gift receipts, etc.

### Donor Communications and Stewardship Support

- Develop, maintain, and monitor the acknowledgements and receipting process to meet departmental standards for personalized and timely donor communications, including required tax language and substantiation for applicable gift types.
- Maintain templates and business rules for acknowledgements; partner with colleagues to troubleshoot exceptions and resolve donor inquiries related to gift details, receipts, and documentation.
- Support stewardship and donor relations needs by providing accurate gift and pledge histories, tribute notifications, and related reporting.

### Data Integrity, Systems, and Process Improvement

- Partner with the AVP to establish and maintain data integrity standards and practices; monitor data hygiene and implement ongoing quality assurance routines (e.g., de-duplication, address hygiene, constituent coding consistency, and exception reports).
- Serve as a system power user for gift administration functionality; help define requirements, test enhancements, and support upgrades/changes for fundraising systems and related tools.
- Identify, recommend, and implement process improvements (automation, batching, standardization, documentation) to increase accuracy and throughput while improving the donor experience.
- Create, maintain, and own Gift Administration standard operating procedures (SOPs) and job aids; lead training and ongoing adoption to ensure consistent execution and knowledge transfer.
- Develop, maintain, and govern [Monday.com](http://Monday.com) boards supporting gift processing and acknowledgement production (workflows, intake, assignments, and tracking), and train staff on effective use.
- Conduct pledge review and reminder processes quarterly (or as scheduled), ensuring appropriate documentation and follow-up.

### Compliance and Risk Management

- Ensure regulatory compliance with charitable gift accounting policies and reporting standards; monitor and apply IRS regulations and substantiation rules as they pertain to gift acceptance, processing, and receipting for a 501(c)(3) organization.

- Maintain appropriate documentation for complex gifts and exceptions; escalate issues as needed and coordinate with Finance/Legal leadership where appropriate.

### **People Leadership and Training**

- Provide day-to-day leadership to assigned staff; set priorities, coach performance, and support professional development.
- Create and maintain policies, procedures, and training materials; deliver training for new hires and cross-functional partners as needed.

## **KEY CHARACTERISTICS**

The Manager will have the proven ability to effectively meet the responsibilities listed in the preceding section. The ideal candidate's key characteristics will include:

- Genuine passion and commitment to HSS's mission, vision, and values;
- Demonstrated experience in gift administration, preferably at an academic medical center or similarly complex not-for-profit environment;
- Experience leading teams, mentoring staff, and managing team workflows;
- Knowledge of Raiser's Edge NXT, Luminate Online, Omatic, and banking via lockbox preferred;
- Demonstrated organizational and planning skills including strong follow-up and follow-through to ensure personal, team, and organizational objectives;
- Strong written and oral communication skills to interact effectively with different departments and a diverse group of individuals;
- Managerial experience and skills, including the ability to coach and foster professional growth;
- Entrepreneurial spirit that embraces change; enjoys working in a dynamic, fast-paced environment;
- Ability to exercise tact, diplomacy, and excellent judgment;
- Strong attention to detail and commitment to confidentiality; demonstrated ability to handle sensitive information with discretion;
- Analytical/problem-solving skills; ability to interpret policies, identify root causes, and implement corrective action;
- Customer-service mindset with the ability to respond to donor and internal inquiries professionally and with urgency; and
- Bachelor's degree required.

## **DIVERSITY**

Hospital for Special Surgery is committed to providing high quality care and skilled, compassionate, reliable service to its community in a safe and healing environment. Consistent with this commitment, Hospital for Special Surgery provides care, admits, and treats patients and provides all services without regard to age, race, color, creed, ethnicity, religion, national origin, culture, language, physical or mental disability, socioeconomic status, veteran or military status, marital status, sex, sexual

orientation, gender identity or expression, or any other basis prohibited by federal, state, or local law or by accreditation standards. HSS is an Equal Opportunity Employer.

## COMPENSATION AND BENEFITS

The compensation and benefits package will be competitive and commensurate with the selected candidate's background and experience. The compensation range for this position is \$84,000 to \$127,875, depending upon the finalist's level of experience, education, accomplishments, internal equity, budget, and Fair Market Value evaluation.

HSS provides its staff with the tools, training, and rewards that promote professional satisfaction and quality of life. When joining HSS, individuals are eligible for a competitive benefits package that is amongst the best in the market, including medical, dental, and vision insurance, tuition reimbursement, wellness programs, employee discounts, family support services, and parking and transit. Additional information about HSS's rewards and benefits can be viewed [on HSS's website](#).

## CONFIDENTIAL INQUIRIES AND HOW TO APPLY

Hospital for Special Surgery has retained Freeman Philanthropic Services, LLC to assist on this recruitment. FPS is a national leader in executive recruitment for the not-for-profit sector and brings a proven track record of recruiting top talent to diverse institutions.

Please send all inquiries, applications, and nominations directly to FPS via email at **[HSSGiftAdministration@glfreeman.com](mailto:HSSGiftAdministration@glfreeman.com)**.

All applications must include: (1) an up-to-date resume; and (2) a formal letter of interest (addressed to Gail L. Freeman, President of FPS) that specifically cites the experiences that best prepare the applicant for this role and why this particular opportunity at HSS is the logical and desired next step in their career. Additional materials and information will be requested during the search and interview process.

## ABOUT HSS

**#1 IN ORTHOPEDICS IN THE U.S.  
16 YEARS IN A ROW.**



For over 150 years, Hospital for Special Surgery (HSS) has inspired some of the greatest minds in orthopedics and rheumatology. HSS has repeatedly achieved national recognition as a leader in the field. HSS is [nationally ranked No. 1 in orthopedics](#) for 16 years in a row and No. 3 in rheumatology by *U.S. News and World Report* (2025-2026) and HSS recently received its fifth consecutive Magnet designation, the first hospital in New York State to do so.

But HSS is not done evolving yet. HSS constantly strives to break new ground and develop practices and techniques that enable it to continuously provide the highest quality of patient care.

The world of healthcare is constantly changing – evolving in new and exciting ways as clinical discoveries are made every day. So it's essential that HSS continues to innovate through research and education. By recognizing where it can improve, HSS will continue to be a global leader at the forefront of its field.

As one of the top-ranked hospitals for orthopedics and rheumatology, HSS is proud of what it has achieved. HSS was the first New York City hospital to receive the Magnet Award for Nursing and continues to be committed to providing the best care possible. HSS is a place where every employee's energy, expertise, and enthusiasm makes a genuine difference in people's lives. As one of the oldest orthopedic hospitals in the United States, HSS has pioneered the world of healthcare since Day One. And HSS doesn't plan on slowing down any time soon. Every person in HSS, from physicians and nurses to IT and security professionals, plays a role in the institution's current success and continued growth. When you join HSS, you'll become part of a future that's sure to be as groundbreaking as its beginning – and that's something to be excited about.

## HSS'S VALUES

HSS's values are at the heart of everything it does. These values are integral to how HSS achieves its mission and enables them to continually transform the lives of patients every day.

- **Diversity:** HSS is committed to an environment of respect, equitable treatment and opportunity for its patients, employees and communities.
- **Excellence:** HSS sets and continually raises the bar on all that it does.
- **Gratitude:** HSS expresses appreciation every day, through words and actions, for the opportunity to serve its patients, community, and each other.
- **Innovation:** HSS supports an environment that fosters new ideas and new approaches in everything it does.
- **Integrity:** HSS takes pride in maintaining the highest levels of personal and professional conduct.
- **Passion:** HSS brings energy, commitment and enthusiasm to its work everyday.
- **Teamwork:** HSS participates fully as members of its team, respecting, supporting and empowering one another.

## LEADERSHIP



### **Catherine Callagy, Senior Vice President and Chief Development Officer**

Ms. Callagy joined HSS as Chief Development Officer in 2017. In this role, she is responsible for planning, managing and implementing all fundraising activities on behalf of HSS and oversees efforts to build and sustain volunteer leadership that guides the organization. Under Ms. Callagy's leadership, HSS has raised over \$600 million including \$200 million to construct the new Anna-Maria and Stephen Kellen Tower. She is now leading the campaign for HSS's Institute for Movement and Longevity.

Ms. Callagy has over 25 years of experience in fund development primarily at healthcare organizations. Immediately prior to joining HSS, she acted as executive director of Development at Stamford Hospital Foundation in Connecticut. In that role, she oversaw the campaign to fund the development of their new replacement hospital. Over the course of her career, Ms. Callagy has been involved in several pro bono and volunteer efforts, including working with former New York City mayor Rudy Giuliani to establish the Twin Towers Fund after 9/11.

Ms. Callagy received her BA in History from Georgetown University.



### **Max Winer, Vice President, Development Operations and Donor Engagement**

Mr. Winer joined HSS in January 2026 to lead the operational, donor-facing, and strategic infrastructure that supports principal and major giving. In this role, he oversees Development Operations, Data and Systems, Donor Communications, Stewardship, Special Events, Prospect Research, Pipeline Management, Annual Fund, Digital Fundraising, Corporate Partnerships, and BIKE HSS. He is responsible for building a robust donor pipeline, architecting comprehensive donor journeys, and ensuring operational excellence across the development function.

Mr. Winer brings nearly two decades of fundraising leadership experience, most recently serving as Deputy Chief Development Officer at Hadassah, where he twice served as Interim Chief Development Officer. His career also includes frontline fundraising roles at City Harvest, NYU Langone Health, and Safe Horizon, spanning corporate and foundation relations and principal and major gifts. Beyond his professional work, Mr. Winer co-founded AfterWork Theater and served as President of its Board of Directors for seven years, growing the organization from concept to full 501(c)(3) status with sustainable operations. He is also a trained and certified mediator, having volunteered in Brooklyn community settings and small claims court.

Mr. Winer received his BA in Writing from Ithaca College.



**Jocelyn Reilly, Assistant Vice President, Development Data and Systems**

Jocelyn Reilly is a senior advancement services and development operations leader with 23+ years of experience strengthening fundraising infrastructure across academic medicine and healthcare organizations. As the AVP, Development Data & Systems at HSS, she leads the organization's fundraising data and systems strategy—owning the CRM ecosystem and integrated tools, advancing business intelligence and analytics, and ensuring systems and reporting are accurate, secure, and actionable. She bridges technical operations with strategic fundraising priorities to improve performance and elevate donor engagement.

Previously, Jocelyn held senior leadership roles across healthcare and nonprofit organizations and advised national healthcare clients on data-driven fundraising strategy. Her background includes leadership positions supporting institutional advancement at Albert Einstein College of Medicine and Westchester Medical Center (WMCHealth), as well as earlier operational leadership with the FDNY Foundation.