

Overview

The Database and Donor Care Coordinator role is a permanent full-time hybrid position located in Mississauga, Ontario.

Reporting to the Director of Operations and Donor Care, the Database and Donor Care Coordinator will help with the administration of our donor databases, ensuring optimal data integrity for Blackbaud Raiser's Edge NXT and Luminate Online. This role involves preparing data for reports and direct mail/email campaigns, generating monthly reports, acknowledging and receipting donors, and assisting with some data entry. The role also involves finance collaboration through monthly reconciliation of banking with the finance department.

Key Responsibilities

Receipting and Donor Care

- Assists with creation of annual tax receipt data selections.
- Produces customized Major Donor receipting.
- Produces acknowledgement communications and monthly receipts for ERDO donors.
- Examines and re-issues annual tax receipts that are returned or disputed.
- Coordinates internal/external resources for electronic and print tax receipts.
- Assists in processing of donations during busy times.

Financial Reporting

- Production of month-end financial reports and reconciliations for Finance.
- Responsible for the preparation of the revenue/receipting information for the annual audit.
- Responsible for the completion of ERDO's annual T3010 tax return as it relates to donations received during the year and the reporting thereof. Liaising closely with Finance to complete the required reporting.
- Assists with monthly Work Fund process which produces financial and child status reports for 40 sponsorship programs.

Assisting with Database Management

- Maintains the Raisers Edge NXT (RE NXT) and Luminate Online environment to ensure data integrity and reporting accuracy. Maintains all codes, table values and field definitions, duplicate records, including importing and exporting data files as required.
- Develops and ensures adherence to a naming and/or query folder structure.
- Creates and records new processes, ensuring accurate documentation reflects database configurations.
- Maintains database performance by troubleshooting problems for all ERDO staff.
- Ensures that data is maintained in accordance with security and privacy compliance standards, as well as CRA guidelines.
- Assists in training staff and volunteers on database use, data entry standards, and security practices.
- Works closely with the resource development team to support fundraising campaigns and initiatives through segmented data for email campaigns and mailings.

- Assists with report management for the team, encompasses the creation of reports to support the requirements of staff, developing queries to support the changing needs of RE NXT users and management, suggesting dashboards based on user needs.
- Prepares for database upgrades by studying system and requirements and collaborating with management with significant feedback and technical understanding.
- Supports user access and permissions to ensure appropriate levels of data access.

Qualifications

Core Competencies:

- Strong communication skills (written and oral)
- Financial management and customer service skills
- Prior experience producing month-end reporting
- Knowledge of PIPEDA and CRA requirements
- Demonstrated computer skills and aptitude; fully conversant with Microsoft programs (Word, Excel, PowerPoint, Publisher, Teams), cloud-based file sharing & video-conferencing systems
- Ability to make quality decisions within the scope of authority
- Strong time management skills, ability to take initiative, work quickly and accurately, and help to develop improvements in work processes
- Experience working effectively in a team environment
- Punctual, organized and known to solve problems
- Will maintain strict confidentiality regarding ERDO business
- Familiarity with relief and development activities and principles of social justice
- Commitment to the Mission, Vision, and Core Values of ERDO

Experience:

- 3 or more years experience in a similar role using Raiser's Edge or comparable CRM
- Post-secondary/University degree

Why Choose ERDO?

Established in 1983, ERDO is the humanitarian agency of the Pentecostal Assemblies of Canada. Our mission is to passionately respond to the practical needs of people living in poverty and crisis around the world. Our vision is to seek Christ-motivated community and individual transformation by meeting basic human needs and fostering social, economic and spiritual potential. We do our work and seek to honour God through our core values: Integrity, Excellence, Dignity, Collaboration, Compassion and Gratitude. With over 40 years of development experience, ERDO serves children and their families in more than 30 developing countries through community development, crisis response and child sponsorship. We are also recognized by Charity Intelligence as one of the "Top 100 Rated Charities in Canada."

As an employer, we provide the following:

- Competitive compensation package commensurate with experience which includes salary and paid vacation.
- Comprehensive benefits for you and your dependents, which include health, dental, and insurance.
- A defined benefit pension plan, with employer-matched contributions.
- 10 Paid Personal Emergency Leave days per year.
- 5 Paid Flex days per year.
- Flexible work arrangements.
- Professional learning and development opportunities.
- Weekly chapel services.

How Can I Apply?

Resume review begins on September 3, 2024, but we will continue to accept applications until we find the right candidate. Interested candidates should forward their resume and cover letter to Donor.Care@erdo.ca with subject line – Database and Donor Care Coordinator. In your cover letter, please explain how your application aligns with ERDO's mission, vision and values. Please email your resume and cover letter as one .pdf or .docx file.

ERDO strives for an inclusive recruitment process; and welcomes and encourages applications from candidates with disabilities. Accommodations are available upon request for candidates taking part in the selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

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