



## **INTERNAL AND EXTERNAL JOB POSTING: DONOR RELATIONS AND DATABASE COORDINATOR**

**POSTING DATE:** Wednesday, November 21, 2018  
**CLOSING DATE:** Wednesday, December 19, 2018  
**STATUS:** Permanent Full-Time (37.50 hours per week)  
Bargaining unit position, Category 1  
Salary Range: \$48,373.00 - \$49,500  
Full Comprehensive Benefits Package

### **JOB DESCRIPTION**

**Reporting to the Director of Development, this role will provide support to ACT fundraising activities in all revenue streams and is accountable for the coordination of all financial aspects related to fundraising activities of the Development Department. The role is also responsible for coordinating donor stewardship activities and prospect identification for Fund Development, as well as Community (3rd Party) events.**

**Specific duties and responsibilities will also include, but are not limited to the following and may be subject to change:**

### **Gift Processing, Receipting and Acknowledgement**

- Ensures accurate and timely processes and procedures for the intake, recording, receipting and acknowledgement of gifts and sponsorships, ensuring ACT complies with CRA requirements and providing acknowledgement and tax receipt to donors within 3-5 business days.
- Maintains data integrity, produces batch reports for the Finance Department and prepares bank deposit reports.
- Works with the Development Team, oversees the creation of stewardship plan for all donor streams, developing standards and timelines for donor acknowledgement, ensuring stewardship activities are executed in accordance with the plan.
- Updates and reconciliation of database in Constant Contact as well as Raiser's Edge
- Liaises with Finance Department to reconcile any discrepancies between fund information in Raiser's Edge and the general ledger, ensuring accuracy of donor and monthly gift information.
- Maintains reconciliation of daily development NSF receivables, in coordination with Finance Department. Ongoing reconciliation of donations to receipts and Finance Department reports as required.
- Provides orientation to and supervises volunteers recruited to assist with data processing (approximately 1 to 3 people at a time), working with the Volunteer Coordinator as needed to recruit volunteers.

- Processes monthly donations and follows up with donors to obtain updated information as required.

## **Database Management and Fundraising Reports**

- Manages and ensures the integrity, accuracy and timeliness of all development related data into Raiser's Edge donor database including but not limited to: donor contact information, team information, and gift/pledge/receipting information.
- Works with Development and Finance staff to designate all charitable donations appropriately within Raiser's Edge.
- Creates necessary links and coding within Raisers Edge for immediate access to campaign results on a daily basis and to facilitate speedy production of a variety of database and /or spreadsheet queries and reports including revenue and expense related reports for specific portfolio budgets.
- Leads the Monthly Donor Report meeting by creating and disseminating the report to appropriate members of the Fund Development Team 3-5 days in advance, participating in the prospect identification and donor stewardship process.

## **Fund Development Accounts Receivable and Accounts Payable**

- Verifies and reconciles Fund Development Accounts Receivable and department batches to ensure revenue has been recorded in Raisers Edge and that they equal receipts deposited.
- Processes Fund Development receivables such as ticket revenues, sponsorship revenues. Key enters receipts such as cash, cheques, electronic file transfers and credit card payments.
- Records pledges in Raiser's Edge to track future gifts and works with Finance Department and the Executive Assistant to create invoices for pending donor pledges and sponsorship agreements provided by the Director of Development and the Special Events Coordinator.
- Liaises with the Development Team to update thank you letters every six to 12 months for all revenue streams, including, but not limited to, Direct Mail, Monthly Giving, Special Events, and Planned Giving, working with the Individual Giving Coordinator to incorporate this into the Annual Calendar of activities.
- Collects overdue revenues through written communication and /or direct contact as required.
- Processes appropriate expenses related to the Donor Relations portfolio in a timely manner.
- Ensures that any financial transactions recorded in Raisers Edge are reconciled against ACCPAC.

## **Event Support**

- Receives and responds to calls from the general public regarding ticket sales, processing ticket sales over the telephone or directing them to event websites as needed.
- Oversees tallying of ticket sales using designated software and prepares reports for Steering Committees on ticket sales, tracking response against prior years.
- Coordinates the planning, implementation, set-up, and tear-down of the Finance aspect of all events.
- Liaises with the Special Events Coordinator to develop financial controls for fundraising events.
- Provides orientation to and supervises volunteers recruited to work on a Finance Sub-committee for an event, data entry and/or who have been recruited to work on finance at an event (approximately 8-12 volunteers per event).

- Conducts prospect identification, engages with, and acts as the main point of contact for Community Events (3rd party events), contributing to and assisting with execution of a growth plan for Community Events.

## **Direct Marketing**

- Liaises with direct marketing company representatives regarding fulfillment of clerical activities (e.g. coordination of external and internal direct mail production activities, and Raisers Edge report generation).
- Pro-actively manage donor lists/databases and coordinates the exchange of prospect lists from external sources.
- Working with the Individual Giving Coordinator, prepares highly accurate data files with appropriate segmentation for direct mail campaigns.

## **Administrative and Other Duties**

- Coordinates various administrative projects that will assist with the implementation of the Fund Development Department's plans and in the overall operation of the Department, including but not limited to: compiling Fund Development reports and maintaining a central file for such reports as those for the Board, Fund Development Committee and Staff meetings.
- Conducting research for the purpose of cultivation, solicitation and stewardship of donors and conducts external research on prospective foundations and identifies prospects for review by the Fund Development Team.
- Identifies prospects through the data entry process, bringing names forward and to the attention of the Individual Giving Coordinator and/or the Director of Development for strategy development.
- Coordinates department mailings and shipments.
- Contributes to the budget development for administrative aspects of Fund Development and Community Events Portfolio.

## **Qualifications**

- Three (3) years experience working within a development office leading the financial aspects of special events and fundraising.
- Post secondary education (preferably in a related field).
- Must have excellent understanding of and demonstrated experience with Raiser's Edge and AKA Raisin (or similar database).
- A demonstrated ability to utilize and maintain a donor database ensuring accurate and complete information on donors and gifts.
- Commitment to advancing a culture of philanthropy and pursuing professional development opportunities.
- Ability to build rapport and credibility with volunteers, donor and internal users along with demonstrated experience in donor relations and stewardship.
- Knowledge of Canada Revenue Agency guidelines regarding gift administration and issuing of charitable tax receipts.
- Excellent interpersonal and communication (oral, written, visual) skills along with the ability to proactively problem solve, organize, multi-task and prioritize work within a team environment.
- Extensive experience and proficiency with Microsoft Word, Excel and understanding of online fundraising and promotion tools.

- Experience with AKA Raisin and ACCPAC is an asset.
- Excellent attention to detail along with outstanding organization and planning skills.
- Demonstrated understanding of volunteer management.
- Understanding of issues related to HIV and AIDS.
- Committed to ongoing professional development.
- Must be available to work evenings and weekends as required.

In addition to compliance with all organizational policies and procedures, the incumbent is also expected to work in a manner that aligns with ACT's values, demonstrates competence in effective communication and team building, demonstrates effectiveness in working in a collaborative environment, and demonstrates confidence in decision-making and in building relationships.

## **APPLICATION PROCESS**

Please forward a current resume, with covering letter detailing how your qualifications match this opportunity, to the address noted below:

Sergio Martinez  
AIDS Committee of Toronto  
543 Yonge Street, 4<sup>th</sup> Floor  
Email: [smartinez@actoronto.org](mailto:smartinez@actoronto.org)  
Fax: 416.340.8224

Please visit our website for more information: [\*\*www.actoronto.org\*\*](http://www.actoronto.org).

We thank all candidates for their interest in the work of ACT; but only candidates selected for an interview are contacted. All applications are considered confidential.

*ACT is committed to and adheres to the principles of the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), Employment Standards, the Pay Equity Act, the Occupational Health and Safety Act and all other applicable legislation. We are committed to integration and to removing barriers to accessibility in the workplace. We strongly encourage applicants to apply who are living with HIV and who self-identify on the basis of any of the protected grounds under the Human Rights Code including but not limited to age, gender identity, race, ethnicity, ability/disability, or sexual orientation. ACT recognizes that equitable access to employment is an agent in social change.*