



Job Title: Database and Donor Care Specialist

Department: Development

Reports to: Director of Development and Marketing

Direct Reports: Position may have direct reports

Status: Full-Time

Salary: \$70,000-\$78,000 Per Annum plus comprehensive extended Health and Dental Benefits and three weeks paid vacation, pro-rated for partial years of service.

Location: Toronto, ON

Hours: Full-time 37.5 hours per week

On-Site Requirement: Hybrid, 2 days in office, flexible remote work

Organizational Profile:

Since 1985 North York Harvest Food Bank has been the primary food bank in northern Toronto. Last year, we distributed over 3 million pounds of food through our 35 member agencies running over 80+ community programs. An independent, charitable organization, we envision a community where all members are able to meet their food needs. Our mission is to engage our community in meeting the food needs of northern Toronto by providing dignified food assistance, education, focused advocacy, and long-term food solutions.

Overview:

The Database and Donor Care Specialist role is a permanent full-time hybrid position located in Toronto, Ontario. Reporting to the Director of Development and Marketing, the Database and Donor Care Specialist will manage and administer our donor database, ensuring optimal data integrity for Blackbaud Raiser's Edge NXT. This role involves preparing data for reports, direct mail, and email campaigns, generating monthly reports, acknowledging and receipting donors, and assisting with data entry. The role also requires collaboration with the finance department for monthly banking reconciliations.

Key Responsibilities and Duties

Database Management:

- Maintain the Raiser's Edge NXT and other donation portals and environments, ensuring data integrity and the accuracy of all reports and analyses.
- Update and maintain donor records, including notes, actions, solicitations, and proposals, in collaboration with the development team.
- Manage all aspects of database configuration, including codes, table values, field definitions, and the resolution of duplicate records.
- Develop and enforce a consistent naming convention and query folder structure to optimize database functionality.
- Create and document new processes, ensuring accurate and up-to-date records that reflect current database configurations.
- Troubleshoot and resolve database performance issues, providing timely support to all staff users.
- Ensure all data is maintained in accordance with security and privacy compliance standards, as well as CRA guidelines.



- Support staff and volunteers on database usage, data entry standards, and security practices to maintain high levels of data accuracy and security.
- Collaborate with the development team to support fundraising campaigns and initiatives by providing segmented data for email campaigns and mailings.
- Assist in report management, including the creation of custom reports, dashboards and the development of queries to meet the evolving needs of database users and management.
- Suggest and implement dashboards based on user needs.
- Prepare for and manage database upgrades by studying system requirements and collaborating with management to provide feedback and ensure technical understanding.
- Manage user access and permissions to ensure appropriate levels of data access across the organization.

Database Integrity and Quality

- Ensure overall database integrity through routine data audits, data improvement initiatives, and system checks to maintain the highest standard of accuracy.
- Update and maintain donor records, including notes, actions, solicitations, and proposals, in collaboration with the development team.
- Assist with importing and exporting data from various sources, including manual data entry, to ensure comprehensive and accurate donor records.
- Lead and participate in database cleanup projects, focusing on data accuracy and consistency.
- Prepare and maintain back-up documentation for all gifts and contributions.
- Perform additional duties as assigned to support the broader goals of the organization.

Tax Receipting

- Oversee the generation of acknowledgment communications and tax receipts for donors, ensuring timely and accurate recognition.
- Review and re-issue annual tax receipts that are returned or disputed, maintaining donor satisfaction.
- Coordinate internal and external resources for the efficient production and distribution of electronic and print tax receipts.
- Provide support during peak donation periods, assisting with the processing of incoming contributions.

Financial Reporting

- Produce month-end financial reports and reconciliations in collaboration with the finance department to ensure alignment between financial records and donor contributions.
- Prepare CGaming reports and ensure timely submission of reporting.
- Prepare detailed revenue and receipting information for the annual audit, ensuring compliance with regulatory standards.
- Assist in the preparation and submission of North York Harvest's annual T3010 tax return, working closely with the finance team to ensure accurate reporting of donations.
- Support the creation of financial and program status reports as required, contributing to transparency and informed decision-making.



Qualifications

- Strong communication skills (written and oral).
- Financial management and customer service skills.
- Experience in producing month-end reporting.
- Knowledge of PIPEDA and CRA requirements.
- Proficient in GoogleWorkspace / Microsoft Office Suite, cloud-based file sharing, and video conferencing systems.
- Ability to make quality decisions within the scope of authority.
- Strong time management skills, with the ability to take initiative, work quickly and accurately, and contribute to improvements in work processes.
- Experience working effectively in a team environment.
- Punctual, organized, and adept at problem-solving.
- Ability to maintain strict confidentiality regarding organizational business.

Experience

- Equivalent combination of post-secondary education in a relevant field and/or relevant on-the-job experience.
- Blackbaud Certified
- Three or more years of experience in a similar role using Raiser's Edge

Working Environment and Conditions

- The position is full-time
- Ability work evenings and weekends
- Physical environment: Typical office and typical office equipment; and work in multiple office and community settings, in shared space and artificial lighting
- Required to work both remotely and onsite. Resources and equipment to work remotely will be loaned to the employee and must be returned at the end or termination of employment.
- To be able to work remotely, the incumbent must have access to a stable internet connection.

Physical and Sensory Demands

- Extended periods of desk work
- Standing during public events and program activities
- Engaging in repetitive and/or precise hand/finger movements
- Strong attention to detail
- Bending and twisting as needed
- Ability to lift up to 35 lbs. / 16 kg.
- Proficient operation of various equipment, including computers and office devices (e.g., photocopier, telephony, etc.)
- Exposure to household products and various scents may be encountered in the workplace.



Application Process:

All interested candidates should submit a PDF cover letter and resume to Natasha Bowes, Director of Development and Marketing, at natasha@northyorkharvest.com by August 30, 2024. **Please include Database and Donor Care Specialist as the subject of your email.** Applicants must be legally eligible to work in Canada.

North York Harvest Food Bank is committed to employment equity and encourages applicants from equity-seeking and equity-deserving groups. We value lived experience as highly as formal education and encourage members of the NYHFB community—employees, volunteers, community partners, and clients—to apply. We strive for a workplace that reflects the diversity of the community we serve and live in.

NYHFB has an accommodation process in place. Applicants requiring accommodation due to a disability or medical need are encouraged to inform us in advance. All information related to accommodation requests will be treated with confidentiality.

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