External Posting:

Position Title: Database Specialist
Department: Development
Direct Reports: N/A

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 Partner Agencies.

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. We believe in access and inclusion, collaboration, integrity, and excellence.

Position Summary:
The Database Specialist plays a vital role in supporting North York Harvest Food Bank's (NYHFB) fundraising success by ensuring the integrity, accuracy, and strategic use of donor data. As the primary administrator of Raiser's Edge NXT, this position is responsible for gift processing, database management, data quality, and donor record administration while providing reporting and insights that support fundraising strategy and informed decision-making. Working closely with the Development and Marketing team, the Specialist helps transform donor data into meaningful information that strengthens donor relationships, identifies opportunities for growth, and improves fundraising performance. This role combines exceptional attention to detail with strong analytical skills and a commitment to delivering outstanding donor care.

Hours:
37.5 hours per week.

Compensation:
Salary range is $69,791 - $82,115 per year, plus comprehensive extended Health and Dental Benefits (after 3 months), defined benefit pension, and three weeks paid vacation.

Key Responsibilities and Duties:

Database Management, Gift Processing & Data Integrity (50%):

- Process donations accurately and efficiently across multiple revenue channels, including online giving platforms.
- Ensure accurate gift coding, constituent records, and CRA-compliant tax receipting.
- Maintain the integrity, accuracy, and consistency of Raiser's Edge NXT through ongoing data hygiene, including duplicate management, constituent updates, coding standards, and data validation.
- Manage recurring gifts, imports, exports, disbursements and other data workflows.
- Support monthly financial reconciliations, fundraising revenue reporting, and annual audit requirements.
- Manage user permissions, database security, and system administration.
- Support system integrations, data migrations, and continuous improvements to database processes and workflows.
- Maintain Moneris and TipTap payment terminals, including event setup, user training, troubleshooting, and supply management.

Data Analytics & Fundraising Insights (30%):

- Develop and maintain reports, dashboards, queries, mailing lists, and performance metrics that support fundraising strategy and decision-making.
- Analyze donor behaviour, campaign performance, recurring giving, donor retention, acquisition, and fundraising trends.
- Produce reports and data insights for fundraising staff, leadership, and the Board.
- Support campaign planning through donor segmentation, audience analysis, and performance tracking.
- Monitor fundraising KPIs and proactively identify opportunities, trends, and supporters requiring special attention.
- Recommend improvements to reporting, data management, and fundraising processes.

Prospect Research & Donor Segmentation (10%):

- Conduct donor and prospect research to identify potential major donors, corporate partners, foundations, and legacy giving prospects.
- Prepare targeted mailing lists and donor segments for appeals, stewardship, and cultivation initiatives.
- Assist fundraisers by identifying qualification, upgrade, and cultivation opportunities.

Donor Care & Team Support (10%):

- Respond to donor inquiries by phone, email, and in person with professionalism, warmth, and exceptional customer service.
- Prepare tax receipts and gift acknowledgements ensuring timely donor recognition.
- Collaborate with staff to provide data and insights that support cultivation, stewardship, and campaign planning.
- Assist with fundraising initiatives, events, and special projects requiring database expertise.
- Contribute to a collaborative, solutions-focused team environment.
- Commitment to the mission, values, and vision of North York Harvest Food Bank.
- Perform other duties as assigned.

Qualifications: Knowledge/Skills/Abilities:

Education:

- An equivalent combination of post-secondary education in a relevant field and/or relevant on-the-job experience.

Experience:

- Minimum three years of experience in donor database administration and gift processing, using Raiser's Edge NXT.
- Experience generating reports, queries, and fundraising analytics.
- Blackbaud Raiser's Edge certification is considered an asset.
- Advanced proficiency in Microsoft Excel and strong working knowledge of Microsoft Office and Google Workspace.
- Experience with Omatic, BBMS, Power BI, or similar reporting tools is considered an asset.
- Knowledge of CRA charitable receipting requirements and basic accounting principles.
- Exceptional attention to detail with a high degree of accuracy.
- Strong analytical, organizational, and problem-solving skills.
- Excellent written and verbal communication skills.
- Ability to maintain confidentiality and manage sensitive information with discretion.

Working Environment and Conditions:

- The position is full-time.
- Ability to work occasional evenings and weekends.
- Physical environment: Typical office and typical office equipment; and work in shared space and artificial lighting.
- The Database Specialist will work onsite at NYH’s main location (116 Industry Street, soon to be 4048 Chesswood) and in the community.

- 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.
- 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.

All interested candidates should submit a PDF cover letter and resume to Natasha Bowes, Director of Development and Marketing, at **natasha@northyorkharvest.com.** Interviews will be conducted on a rolling basis. Please include "Database Specialist" in the subject line. Applicants must be legally eligible to work in Canada.

NYHFB is committed to employment equity and encourages applicants from equity-seeking/equity-deserving groups. We recognize that lived experience is as valuable as formal education and as such encourage members of the NYHFB community to apply (employees, volunteers, community partners, and/or clients). We strive for a workplace that reflects the diversity of the community we serve and in which we live.

NYHFB has an accommodation process in place. Applicants requiring accommodation because of a disability or medical need are asked to make their needs known in advance. Information received related to accommodation requests will be treated with confidentiality.

We welcome all applicants; however, only those invited for an interview will be contacted.