

Donor Database Specialist, Fund Development

Full Time, Permanent

About Us

The Edmonton Humane Society (EHS) has been an animal welfare leader in the Edmonton community since 1907. We strive to be a model of excellence in the advancement of animal welfare and to lead the movement in creating a more humane world. EHS is a safe haven for thousands of homeless animals each year, providing veterinary treatment, behavioral rehabilitation, care, enrichment and rehoming. Beyond animal sheltering, we engage with the community through various programs and services to support happy, lifelong bonds between people and pets.

The Role

As a member of the Fund Development team, the Donor Database Specialist is responsible for leading the management of the donor database, Raisers Edge. Reporting to the Manager, Fund Development, this position is responsible for data management, reporting, gift processing, receipting and reconciliation.

Key Roles & Responsibilities

Database Administration & Raiser's Edge

- Through the successful management of data, provide strategic, timely and accurate information for campaign planning and support and identify data needed for the successful implementation of all fundraising and fund development programs and services.
- Responsible for database management, user security and billing for Raiser's Edge and all associated add-ons and programs.
- Develop policy, standards, processes and procedures for data entry and gift processing in all areas and lead implementation
- Oversee manuals and training documentation for the database and training of all fundraising and fund development staff in use of the database and in data entry and gift processing.
- Update Raiser's Edge as required.

Gift Processing & Reconciliation

- Supports the maintenance of fund development revenues and is responsible for the administration of daily, online and monthly giving – including data entry, gift processing, tax receipting and donor follow up and information.
- Processes gift transactions using all methods of payment including cash, cheques, credit card, debit, electronic fund transfer, as well as responsibility for online platforms such as Online Express, Team Raisers, Benevity, and Canada Helps, etc.
- Regular and ongoing (weekly/monthly/annually) financial reconciliation between Fund Development and Finance teams, including providing information for EHS's T3010.
- Knowledge of and adherence to all EHS gift acceptance and receipting policies, and CRA regulations.

Reporting & Data

- Works alongside EHS' external direct response consultant on timeline, data pulls, segmentation, and associated data and gift entry for all direct mail campaigns
- Provide data sets for asks, event invitations and other donor outreach internally as requested by Fund Development Team
- Provide comprehensive reporting to support Fund Development program analysis including: Weekly reporting to FD team and EHS leadership, monthly board reporting, ad hoc program area reporting and Raisers Edge dashboards



Education & Requirements

- Diploma or Degree in a related field (fund development, business administration, information technology)
- Minimum 3 years of related experience with a fund development database (preferably Raiser's Edge)
- Certification in Raiser's Edge or the willingness to actively pursue training is an asset
- Demonstrated understanding of fundraising best practice, policy, process, procedures and competent management of database and software applications is required

Skills & Abilities

The ideal candidate will exercise tact, good judgment, confidentiality, and discretion while upholding high standards of performance and accountability. Strong planning, organizational and project management skills are necessary, as well as the ability to work independently and as part of a team. Success will be achieved by adopting an outlook which embraces change as a constant and proactively managing a large and constantly fluctuating workload. As a lifelong learner with a commitment to personal and professional development will find success in this position by employing a passionate and committed approach to fund development practice.

Compensation & Hours

- **Compensation:** EHS offers a competitive not-for-profit compensation package which includes a comprehensive benefits package, and a strong work-life balance.
- **Hours:** 40 hours a week; however, is expected to work hours as required to fulfill department responsibilities. Some evenings and weekends may be required.

How to Apply

If you are looking for a rewarding career in an exciting fast paced environment, we invite you to forward your resume and salary expectations, in confidence, by email to hr@edmontonhumanesociety.com

The Edmonton Humane Society is an equal opportunity employer and we thank all applicants for submitting their resume. However, only those candidates considered for employment will be contacted.