



Ottawa Food Bank
La Banque d'Alimentation d'Ottawa

GIFTS PROCESSING AND FINANCE COORDINATOR

The [Ottawa Food Bank](#) is a highly respected social service agency with a mission to collect and distribute food to its network of agency partners, who in turn serve clients in need throughout the city. Established in 1984 to fight community hunger, the Ottawa Food Bank has been serving the community's most vulnerable people with respect and dignity, providing healthy, accessible, and sustainable food for all. We are currently recruiting a **Gifts Processing and Finance Coordinator** to join our team.

KEY RESPONSIBILITIES

Gifts Processing

- Processes all donations to the Ottawa Food Bank, including cash, cheques, credit cards, wire transfers, stocks, gift cards, and in-kind gifts, following established processes and procedures.
- Selects the appropriate acknowledgement letter as determined by the Communications and Development team and sends donation acknowledgement letters to donors. Sends welcome packages to new donors.
- Attributes donations to the appropriate campaigns, funds, or appeals.
- Issues tax receipts to donors in accordance with Canada Revenue Agency (CRA) rules and regulations.
- Retains supporting documentation and records for all donations and ensures compliance with CRA rules and regulations.
- Responds to donors' inquiries and requests related to donations and tax receipts.
- Works closely with the Donor Care, Fundraising, and Finance teams and the Raiser's Edge Database Administrator to ensure data integrity.
- Audits Fineline's gifts processing activities to ensure that quality and service standards are met (e.g. data accuracy and timely processing of gifts).
- Resolves issues relating to processing gifts with payment platforms (BBMS and TD Bank).
- In collaboration with the Donor Care team, schedules and coordinates the issuing of yearend tax receipts for monthly donors.
- Collaborates with the Raiser's Edge Database Analyst to ensure Raiser's Edge data integrity by identifying and correcting duplicate records using Omatic and RE NXT (biweekly and monthly).
- Produces queries and reports as needed.
- Prepares and distributes to the Finance team a daily report of OFB and Fineline deposits.



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- Tracks and provides Finance with a weekly report of all bank deposits made through CanadaHelps, online, and through peer to peer, and ensures appropriate documentation is in place.
- Conducts weekly reconciliation of TD Online Mart (Merchant Portal – Bambora) and online donations processed in Raiser’s Edge and resolves any discrepancies.
- Acts as contact person for the Donor Care team regarding questions on export/import files for the two streams of revenue (CanadaHelps & online) and conducts audits of these files.
- Develops, implements, and trains Reception staff on procedures for accepting walk in donations. Assists Reception staff with walk in donors as necessary.
- Participates in reviews and updates of the Finline Business Rule document to ensure gifts are processed efficiently and effectively by the Finline team.
- Prepares and provides annual gift receipted/not receipted file for the completion of the annual charity return and the year end audit.
- Prepares regular and ad hoc reports (such as # of donations, # of donors, error rates, etc.)

General Accounting

- Responsible for making and processing remote deposits of all funds received from donations, members fees, and payments received from the network for food purchased on their behalf, and discounts received from vendors.
- Ensures all gifts donated are accurately recorded and are reconciled with Accounting.
- Works closely with the Finance team to ensure that the information provided to them is accurate and balances with Raiser’s Edge.
- Conducts monthly reconciliation of Raiser’s Edge and QuickBooks and resolves any discrepancies.
- Advises staff regarding policies for the proper usage of donated gift cards and advises supervisor of any improper usage.
- Reports and informs the Finance team about grants and major gifts that have special agreements to ensure proper accounting.
- Assists with the planning and year end audits for all requests related to revenue.
- Works collaboratively with other accounting staff to ensure accuracy in finances.
- From time to time, prepares and sends invoices to our member agencies and follows up to ensure payment of outstanding invoices.
- Provides back up support for accounts payable functions.
- Provides general assistance to the finance team.
- Performs other duties as required.



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QUALIFICATIONS & REQUIREMENTS

- Post-secondary education in related field preferred, plus two to three years of related general donations or revenue processing experience, preferably in the charitable/nonprofit sector.
- Proficiency in using relational database systems and the ability to accurately manipulate large quantities of data accurately.
- Experience with Raiser's Edge NXT fundraising and donor management software is an asset.
- Experience with Omatic Software products and A.K.A Raisin is an asset.
- Proficiency with Microsoft Office applications is required.
- Strong critical thinking skills and the ability to recognize opportunities for process improvements.
- General Accounting knowledge and experience in Accounts Receivable.
- Experience working with QuickBooks Online is an asset.
- Ability to manage and prioritize multiple tasks/requests simultaneously under strict time constraints.
- Excellent attention to detail and ability to audit work for accuracy and quality.

SALARY

Salary is commensurate with experience. The salary range for the position is \$50,000-\$70,000 annually

The Ottawa Food Bank values diversity in our workforce. We invite applications from all qualified persons, including persons with disabilities and members of the LGBTQ2S+ and BIPOC communities. Please let your recruiter know if you require accommodation at any stage of the recruitment process.

[Please apply online](#)