



DONATIONS & DATABASE SPECIALIST

The starting salary range for this position is \$65,000 to \$71,000 annually. The full salary range for this position is \$65,000 to \$80,000 annually.

This is a full-time, permanent position (Hybrid, three days in-office).

About the Royal Ottawa Foundation for Mental Health

We're breaking down stigmas. We're improving what we know, and don't know, about mental health. We're putting the right tools and resources in the hands of the most dedicated mental health care and research team in the country. And, we're looking for the best and brightest individuals to join us.

When you join the Royal Ottawa Foundation team, you are joining an organization who has solidified its position as a leader of mental health care and research with a local, national, and international reach. You'll support efforts that fund the best possible patient care and leading-edge research provided by the Royal Ottawa Mental Health Centre, the Brockville Mental Health Centre and the University of Ottawa Institute of Mental Health Research at The Royal.

How We Support You

In addition to contributing to meaningful work, we empower our teams to build their futures along with ours, to create a career path that is fulfilling to them long-term. We remain dedicated to our employees to uphold the values on which the Royal Ottawa Foundation was built: integrity, respect, and community. You will be mentored and supported by an incredible team of leaders and experts in their field.

About the Donations & Database Specialist

The Donations & Database Specialist is a key member of the Royal Ottawa Foundation for Mental Health (the "Foundation"), pivotal in advancing its mission through effective management of donation processes and donor data.

Reporting to the department head, this role is essential in ensuring the accuracy and security of the Foundation's donation systems and data management. Tasked with overseeing the processing of donations, the specialist enhances donor satisfaction and engagement. This position demands a combination of technical acumen and a strong alignment with the Foundation's values, significantly contributing to its operational and strategic goals.

Key Areas of Responsibility

Donations Processing

- **Gift Processing:** Oversee and ensure the accuracy and completeness of incoming donations including cheques, credit card payments, and online contributions. Support and guide the gift processing clerk to maintain a high standard of accuracy.
- **Acknowledgment & Receipts:** Prepare timely charitable tax or business receipts and thank-you correspondence.
- **Record Keeping:** Maintain accurate donation records, acknowledgments, and tax receipts, ensuring audit readiness.
- **Financial Reconciliation & Audit Support:** Oversee monthly donation reconciliation and collaborate with the finance department to provide comprehensive support for the year-end audit process, including the preparation of specialized reports.

Database Management

- **Data Administration:** Oversee and guide the donor database's maintenance and updating process, ensuring data accuracy, consistency, and compliance. Collaborate with all teams to ensure proper data entry and make recommendations on data capture methods.
- **Data Integration:** Facilitate the timely and efficient transfer of data from various sources, like Luminate Online, into the donor database. This includes creating and managing Omatic profiles, ensuring optimized data integration.
- **Form Configuration:** Partner with teams like annual giving, digital marketing, and events to evaluate and optimize the functionality of various forms, including donation receipts, acknowledgment letters, and online donation forms, ensuring their effectiveness.
- **Reporting & Analysis:** Manage appeal codes, generate regular and ad-hoc reports, and create dashboards to support fundraising efforts.
- **Data Integrity & Quality Control:** Ensure data accuracy and reliability, conduct routine audits to maintain database integrity, and implement data quality control practices, regularly reporting on their effectiveness and recommending improvements.

Donor Services

- **Donor Inquiry Management:** Provide prompt and accurate responses to donor inquiries, directing them as needed. Manage the Foundation's phone line and email inbox during business hours.
- **Knowledge Authority:** Act as the Foundation's knowledge authority for hospital, research institute, and foundation activities, serving as an information hub for staff and guests regarding matters related to The Royal.

Support & Collaboration

- **Training & Support:** Provide data entry and database usage training and support to staff and volunteers.
- **Volunteer Management:** Supervise volunteers and interns assisting in donations processing or database management.
- **Vendor Relations:** Act as the main point of contact for select vendors, including payment platform and database providers.
- **Collaboration & Resource:** Act as a resource for colleagues seeking donor-related information. Collaborate with other teams on donor services projects, such as updating expired credit cards for recurring gifts, as assigned.

Other

- **Compliance & Data Security:** Ensure strict compliance with policies, procedures, charitable tax laws, CRA guidelines, relevant regulations, and donor privacy standards in donation processing and database management.
- **Workplace Conduct:** Uphold patient/client safety practices and promote The Royal's Respectful Workplace policy for a respectful and inclusive work environment.

- **Continuous Improvement:** Continuously seek opportunities to improve gift processing and database management practices, implementing upgrades for enhanced efficiency.
- **Best Practices & Innovation:** Stay updated on industry best practices in donation processing, database management, and related technologies to drive innovation and excellence.
- **Additional Support:** Embrace additional duties and responsibilities assigned by your manager or President, actively contributing to the Foundation's overall success.

About You

You excel in the following areas:

- Natural sense of curiosity. Ability to digest large amounts of information and identify which information to include by presenting it in meaningful ways.
- High attention to detail. Work systematically to ensure important details are not overlooked.
- Adapt to changing priorities and conditions, responding quickly and effectively. Ability to pivot between competing priorities. React to change with curiosity and excitement.
- Strong client service focus. Anticipate, understand, and respond to the needs of others in a way that exceeds their expectations.
- Demonstrate initiative by displaying passion and excitement about work.

Qualifications & Key Competencies

- Required proficiency and a minimum of 3+ years of work experience with Blackbaud products, including Raiser's Edge, RENXT, Luminate, Team Raiser, or other related fundraising databases.
- Minimum 3-Year College Diploma - In a relevant field such as Information Systems, Business Administration, Nonprofit Management, or an equivalent combination of education and work experience.
- Understanding of fundraising principles, donor engagement, and customer service practices in a non-profit setting.
- Knowledge of data privacy and security principles, particularly regarding donor information.
- Strong skills in database management and data analysis, with an emphasis on accuracy and detail.
- Excellent communication skills, both written and verbal, for effective donor interaction and report writing.
- Ability to solve problems and think critically, especially in database or donation processing challenges.
- Exceptional organizational and time-management abilities, capable of handling multiple tasks and meeting deadlines.
- High level of integrity and discretion in managing confidential donor information.
- Adaptability to the evolving non-profit sector and a strong commitment to continuous learning in database management, fundraising technologies, and donor services.

How to apply

The Royal Ottawa Foundation thanks all applicants. Only those selected for an interview will be contacted. The Royal Ottawa Foundation is a respectful, caring and inclusive workplace. We champion accessibility, diversity and equal opportunity. We welcome all applicants, including but not limited to all religions, ethnicities, LGBTQ2s+, BIPOC, persons with disabilities and all others who contribute to the diversification of ideas.

We are an equal opportunity employer. Upon request, accommodations due to a disability are available throughout the recruitment process.

All applicants must provide a recent resume that clearly indicate that they meet the required qualifications. **Applications should be submitted as soon as possible and will be reviewed on an ongoing basis until the position is filled.**

To learn more about this opportunity contact Shannon Maloney via email at smaloney@lrostaffing.com or call her directly at 613-566-7047 ext 4.