



Position Description: Donor Relations & Database Coordinator

St. Joseph's Hospice is a charitable organization providing compassionate care and companionship to palliative clients, their caregivers, and the bereaved, recognizing their unique needs. With a history and tradition of respectful, holistic patient-centred care, St. Joseph's Hospice believes that everyone matters for every single moment of their life, and so we focus on enhancing life when cure is no longer an option.

Reporting to the Director of Community Engagement & Development, and working in cooperation with the Finance Department, this role fulfills a variety of key duties, including but not limited to: collecting and entering donor data according to instructions, ensuring timely and accurate thanking and receipting, responding to donor inquiries and recording communications, verifying and providing reports as required or requested, mining the database for prospective donors, and working closely with a variety of donors, volunteers and staff members.

DUTIES & RESPONSIBILITIES:

- As a database "super user," understanding all database capabilities and enhancements.
- Receiving and processing donations via mail, phone, credit card, online, EFT, or any other transaction avenue.
- Managing confidential information about donors, prospects and other constituents, including financial information, giving histories and other personal information with the utmost care.
- Monitoring and cleaning up donor records: duplicate records, gift entries, misspellings or misinformation.
- Maintaining the integrity of donor database by ensuring that all donations, donor contact information, other constituents' information, campaign codes, and other pieces of data are accurately recorded and kept secure.
- Working with, and guiding, other staff members and volunteers who are entering in the database, ensuring standards of data entry are adhered to.
- Keeping impeccable records / files so as to support the financial audit and legal requirements.
- Preparing month-end reconciliation against general ledger in collaboration with Finance Department.
- Pulling data and preparing files for electronic communication, mail house or other mailing.
- Researching and analyzing donor data to create financial or donor reports as requested.
- Establishing new fundraising reports and adapting ongoing reports to track: giving levels, renewal rates, pledge collection deadlines, recurring gifts, stewardship requirements, planned gifts and other data for donors.
- Notifying donors when credit cards are about to expire to ensure continuation of regular giving.
- Sending out personal "thank yous" to those who contribute to Honorariums and Memorials and performing related documentation and communication with individuals and funeral homes and family members.
- Communicating with donors to answer questions, process donations, resolve issues, ensure requests are appropriately handled, etc.
- Managing the systems and training volunteers who process gifts at St. Joseph's Hospice Signature Events.
- Conducting system tuning, performance monitoring and database maintenance on a bi-annual basis.
- Troubleshooting problems, improving overall processes, and ensuring deadlines can be met even during periods of heavy gift volume.
- Mining the database and identifying individuals for moves management, cultivation, stewardship and solicitation.

- As workflow and time allows, assisting the Development Team's fundraising efforts with various special events and cause marketing as needed.
- Performing other duties as assigned.

QUALIFICATIONS:

The successful applicant must possess:

- Post-secondary education, with preference given to someone holding a Bachelor's degree from an accredited college or university.
- A minimum of three years related experience, preferably in a fast-paced, non-profit fundraising environment.
- Proficiency in database management.
- Excellent communication skills (oral and written).
- Meticulous attention to detail.
- Efficiency and thoroughness (optimizing time and resources ensuring high quality work).
- Relationship building (positive interactions with others).
- Service orientation (provides excellent customer service).
- Team building and teamwork (collaborates with others to achieve common goals).
- Strong organizational skills; able to set priorities, develop a work schedule, monitor progress.
- Deep commitment to the mission and goals of St. Joseph's Hospice.
- Commitment to maintaining high level of confidentiality of all organization, donor, personnel and research matters.
- Flexibility and adaptability while working in a fast-changing environment.

Work Environment:

This work is performed primarily in an office environment while sitting at a computer terminal for extended periods of time.

To further explore this opportunity, please submit your resume and covering letter by **Wednesday, February 27, 2019** to:

Fran Doig
Human Resources Coordinator
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St. Joseph's Hospice is an equal opportunity employer and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. If you require any accommodations to fully and fairly participate in the application, interview or selection process, please contact Human Resources at (519) 438-2102 ext. 257 or fran.doig@sjhospicelondon.com and we will endeavour to provide a suitable accommodation in a manner that takes into account your accessibility needs.