

DONOR DATA COORDINATOR**JOB DESCRIPTION****Pay Group 5****1. General**

Reporting to the Director of Philanthropy, and working closely with the Fund Development and Business Office teams, the Donor Data Coordinator will support the fundraising activities of The Manitoba Museum and The Manitoba Museum Foundation, including foundation, corporate, staff & volunteer, and individual appeals including annual, capital, endowment and planned giving. The position also supports various fundraising events/activities that generate funds and donations of goods and services.

The Donor Data Coordinator is responsible for processing gifts, the preparation of receipts and acknowledgement letters, balancing deposits, and the preparation of daily reports. The position will also maintain, import/export, develop and compile queries, reports and dashboards as well as prepare fundraising mailings. The Donor Data Coordinator will support the annual Tribute Gala as well other donor events throughout the year.

The position holder acts as a resource to other staff in the use of Raiser's Edge and the organization in providing donor service.

2. Key Accountabilities & Typical Duties**A. Priority 1 – Database Management and Reporting – 70% of Time**

To develop and implement processes and procedures to generate accurate reports and data files in a timely manner to support and maximize donor relationship management, including, but not limited to:

- i. Administer, maintain and improve record keeping in Raiser's Edge database;
- ii. Manage queries, exports, imports and dashboards;
- iii. Manage and maintain documentation on policies and procedures for data integrity; Monitor compliance with policies and procedures to support ethical and successful fundraising practices;
- iv. Processes gift payments from all sources, prepares accounting reports and reconciliations, and issues charitable tax receipts in compliance with guidelines;
- v. Issue prompt recognition of gifts while ensuring that current and appropriate thank you letters accompany tax receipts;
- vi. Prepare donor recognition lists for annual report and donor wall and annually updates donor wall;
- vii. Provide reports and prepare data files and lists, for internal or third-party provider, for integration to print and digital mediums including but not limited to: appeals, renewal notices, pledge reminders, invitations, newsletters, and emails;
- viii. Prepare fundraising mailings;
- ix. Maintain financial records, completes related administrative forms and manages budgets for assigned areas of responsibility.

To act as liaison and resource to other staff in the use of Raiser's Edge, including, but not limited to:

- i. Maintains all user accounts, assigning access and security permission/ parameters specific to Raiser's Edge software; development of training manuals and procedures for Raiser's Edge applications, designing and customizing reports for end users, resolving any issues with the software or accuracy of records.
- ii. Acts as the primary Fundraising & Development staff liaison in matters relating to the integration and information sharing across other databases within the Museum including, but not limited to: Financial Edge, ATMS box office, Counterpoint, CuadraStar, and MailChimp.
- iii. Provides reports on activity to fundraising goals, donor activity and history, and analysis of effectiveness of appeals.
- iv. Liaises with IT, Marketing and other applicable internal staff in setting online donation portals and monitors them to ensure accuracy and functionality.

B. Priority 2 – Annual Tribute Support – 10% of Time

To provide operational and logistics support for the Annual Tribute to ensure all guests have a positive experience.

- i. Shares responsibility for the successful completion of the annual Tribute Gala- specific responsibilities include: ticket sales tracking, seating, dietary requirements, invoicing , receipting, liaising with vendors and issuing purchase orders and maintaining the expense budget and management of all event data in Raiser’s Edge.

C. Performs other duties and reasonably assigned- 20% of Time

MINIMUM REQUIRED QUALIFICATIONS

1. Skills, Ability and Knowledge

- i. Demonstrated expertise in Raiser’s Edge database, MS Word, MS Excel. SQL/Crystal Reports writing is an asset.
- ii. Excellent organizational skills and attention to detail.
- iii. Must have strong analytical, logical and methodical problem solving skills.
- iv. Must be highly organized and capable of performing complex processes as well as continually re-evaluate priorities.
- v. Must have excellent communication skills, both verbal and written.
- vi. Ability to interact effectively and positively with public and staff.

2. Education, Training, and Experience

- i. High school diploma, plus
- ii. Graduation in a certificate program in a related field, and
- iii. Experience including:
 - At least three years of data management experience, non-profit organization sector preferred, and
 - Direct mail program management experience, or
- iv. An equivalent combination of education and experience

This is a fulltime permanent position starting in October 2019.

The incumbent will report to the Director of Philanthropy. The salary range is \$39,256.23 – 49,671.65 (PG 5). Please submit your resume including cover letter on or before September 25, 2019 to:

**Director of Human Resources
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