

<b>Position:</b>	<b>Database and Donor Services Officer</b>
<b>Reports to:</b>	Director of Development
<b>Location:</b>	South, Central or North Island (hybrid or remote model will be considered)
<b>Term:</b>	Full Time
<b>Hours of work:</b>	Monday-Friday, 37.5 hours/week
<b>Salary Range:</b>	\$54,951 - \$68,699/year

**About us:**

Children's Health Foundation of Vancouver Island (CHFVI) has invested in the health of Island kids for almost 100 years. Our mission is to ensure all Island families have access to the health care they need, when and where they need it the most. Thanks to the generosity of our donors, we are able to bring supports closer to home and help transform the lives of children and youth living with physical and mental health challenges.

We collaborate with communities, partner organizations, and donors to fund programs and provide supports to address the daily and often urgent health care needs families face when caring for a child with complex health challenges. Our crucial fundraising work began with inpatient support for kids with polio and other physical health challenges in 1927 and has evolved with every emerging health care need in the decades since.

We know kids may only be 21% of our Island's population, but they are 100% of our future. Help us invest in this future and join us as champions for the health of every Island family.

**Who we're looking for:**

We have an exciting opportunity for a **Database and Donor Services Officer** to join our Foundation. As part of the Fund Development team, the Database and Donor Services Officer is responsible for the overall completeness and accuracy of the Raiser's Edge database and reporting. The position is a combination of customer service, gift processing, and data entry responsibilities. You will maintain, update, and optimize the database, ensuring accurate data entry, and facilitating seamless communication between Fund Development and Finance departments.

We ask that you have a high level of technical proficiency, organizational expertise, and a strong commitment to data integrity.

**Why join us?**

Are you looking for a career where you can make a difference? The work you do with CHFVI will have a direct and positive impact on children and families on Vancouver Island and surrounding islands. The Foundation believes in providing its employees with a respectful and inspiring workplace, and offers competitive salaries, comprehensive extended health and dental benefits, health spending account, and a pension program.

**Responsibilities**

***Data and Raiser's Edge (RE) Management***

- Develop, document, and implement procedures for maximizing the use of Raiser's Edge data
- Enter and process all gifts into the database

- Act as a resource regarding Raiser's Edge (RE) functions, e.g. adding actions, query design, other reports
- Create queries and generate reports (including but not limited to, LYBUNT, SYBUNT, mailing lists, invitation lists, donor recognition system updates, donor recognition/wall lists, etc.) to support Fund Development needs
- Assist with the integration of Raiser's Edge and Constant Contact and/or other systems and databases
- Work with third-party partners to administer all aspects of the monthly donor program, including adjustments to monthly donations, reconciliation reports and the issuing of both individual and consolidated tax receipts
- Liaise with Blackbaud, RESolutions and other contractors as needed

### ***Donor Services***

- Respond to donor inquiries
- Maintain confidential donor and fund records and paper files, and perform regular database integrity checks
- Issue tax receipts for donations and gifts in kind according to CRA rules
- Distribute personalized thank-you letters, customizing as necessary
- Administer automatic monthly bank account withdrawals twice per month
- Track donations and pledges, following up as required
- Enter prospects into the pipeline and provide training to team on managing related entries
- Review and archive records within the donor database as appropriate

### ***Fund Development Administration***

- Build event modules in RE, preparing briefing package formats, and recording guest participation
- Assist with entry of receipts from Foundation events using various automated processors (e.g. Bambora, EventBrite, Raffle Nexus, etc)
- Coordinate the creation and execution of the direct response program in collaboration with the Director of Development
- Generate and maintain dashboards for fundraisers, identifying gift prospects through analysis of gift history and research data

### ***Reporting and Reconciliation***

- Utilize statistical analysis techniques to uncover trends, patterns, and insights within the data
- Develop and implement data models to predict future trends and outcomes
- Conduct in-depth data analysis and reporting to inform strategic decision-making
- Develop regular and ad-hoc reports to track key performance indicators and present program impact
- Perform regular (daily, weekly, monthly and yearly) financial reconciliations, ensuring revenue data is complete and accurate and assist in reconciliation to General Ledger
- Reconciles weekly disbursements of automated Credit/Debit card donations (processed via Blackbaud or Canada HELPS) and associated fees charged through Global Payments
- Respond to audit queries working with the Finance team and external auditors
- Assist with annual CRA filing (T3010)

### **Core Competencies**

- Communication (*Clear verbal & written communication/Effective listening*)
- Interpersonal skills (*Social sensitivity/Approachability/Building and maintaining relationships/Teamwork*)
- Open-mindedness (*Open to others' ways of approaching situations/Works with shared agendas/Creative Thinking*)
- Accountability (*Follows through on responsibilities and commitments/Reliable and dependent*)
- Confidentiality (*Maintains details appropriately/Shares sensitive information with appropriate parties*)

### **Required Skills and Experience**

- Minimum 3 years of Raiser's Edge database management experience
- Educational background in Statistics, Data Science or related field
- Knowledge of CRA Charitable Tax Rules and Receipting
- Ability to work in a fast-paced, dynamic office environment
- Experience using Microsoft Office (Word, Excel and Outlook), specifically with experience using mail merge function in Word
- A high level of organizational ability, attention to detail, and ability to manage tight timelines
- Strong customer service orientation including the ability to clearly and professionally provide service over the telephone
- Basic understanding of philanthropy and the social profit sector

### **Application process**

Visit [Children's Health Foundation of Vancouver Island Job Board - Fund Development Officer, Donor Services](#)

**Deadline:** All submissions should be received **by Sunday, May 18<sup>th</sup>, 2025**.

**Equity:** The Foundation welcomes applications from all qualified individuals, including, but not limited to persons with disabilities; racialized persons; First Nations, Inuit, and Métis; and persons of any gender identity and sexual orientation. The Foundation is committed to providing an inclusive and barrier-free recruitment process and work environment.

All qualified candidates are encouraged to apply; however, must be legally entitled to work in Canada.