



DATA MANAGEMENT COORDINATOR

Full-time Permanent

October 2021

Role Description

Reporting to the Manager, Database and Donor Services, the **Data Management Coordinator** will coordinate key annual giving portfolios, including direct mail, online giving, monthly giving, tribute and memorial giving. Through effective donation administration, the Coordinator will contribute to fundraising efforts and supports building and maintaining relationships with donors.

The ideal candidate is resourceful and self-starting with an a high attention to detail. They possess a deep sense of compassion for our client community and are effective at communicating with internal and external partners. Above all, they are interested in furthering the mission of the ALS Society of Canada in a collaborative, fast-paced and results-focused environment.

You are flexible, detail-oriented and capable of juggling multiple priorities to ensure donor needs are met. You have 2+ years' of relevant experience and want to do meaningful work in support of a cause that requires significant awareness and support.

Work Environment

Though ALS Canada is currently working remotely, this is a hybrid role and may involve in-person work where required and as appropriate given recommendations by health authorities.

What You Will Do:

Database Coordination & Data Entry

- Process incoming donations, sorted by campaign, complete daily batches and prepare deposits
- Generate daily reports for online donations and credit card transactions
- Complete daily bank deposits
- Maintain record-keeping procedures, returned mail/tax receipt coding and donor information in the database as received, updating the database as required
- Import donations into CRM database from online donations: ALS Canada, external websites or from data processing centre daily

Waterstone
CANADA'S
MOST 
ADMIRED
CORPORATE
CULTURES

2020

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- Ensure timely turnaround for data entry into the database of all assigned batches with a 72 hour turnaround time
- Ensure all donations are filed by batch, and all appropriate backup documentation is included
- Run reconciliation reports to verify with accounting records and reconcile discrepancies with backups monthly
- Generate segmented tax receipts biweekly for processed donations
- Complete monthly donations by processing credit card, online, checking account and Moneris donations bimonthly (1st and 15th)
- Produce ad hoc reports as needed to assist in event and donor stewardship campaigns
- Flagging any discrepancies with vendor invoices
- Run reconciliation reports to verify with accounting records and reconcile discrepancies
- Generate segmented tax receipts biweekly for processed donations
- Complete and process monthly donations
- Produce ad hoc reports as needed to assist in event and donor stewardship campaigns
- Flagging any discrepancies with vendor invoices

Donor Stewardship

- Manage all aspects of tribute giving, including memorial acknowledgments, funeral home donation cards, tribute cards, and special occasion giving
- Send stewardship packages to donors monthly
- Generate gift acknowledgements for non-receiptable donations; including stewardship of donors

Customer Service

- Provide excellent customer service to the general public regarding donation inquiries, escalating issues as required
- Communicate with donors by phone and email to take donations and updates, and resolve issues and concerns
- Monitor the general email box and respond to customer service inquiries daily
- Maintain donor and client confidence and protect operations by keeping information confidential

Other

- Perform general duties such as sort, route and distribute daily mail
- Other duties as required

What we are looking for:

Qualifications

- Completion of post-secondary education or a combination of equivalent work experience
- Minimum of 2 years of relevant working experience with a clear demonstration of results
- Strong experience with CRM databases
- Experience working with P2P Fundraising software

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- Proficiency in Microsoft Office Suite applications
- Excellent time management and organizational skills with the ability to handle multiple projects and priorities concurrently
- Strong attention to detail
- Proactive solution and customer service-oriented approach
- Positive and results-oriented, with the interpersonal skills and integrity that inspire trust
- Inherent demonstration of ALS Canada core values: accountability, collaboration, compassion, integrity, resiliency, respect
- Ability to work autonomously and as a member of a team
- Ability to rapidly adapt to changing environment

Preferred

- Experience with Raiser's Edge, Raiser's Edge NXT and Importomatic assets
- Experience in not for profit an asset
- French proficiency with bilingual ability, both verbal and written an asset

Apply Today!

Submit a cover letter and resume in pdf format jobs@als.ca. Please be sure to indicate the job title in the email subject. Applications will be reviewed on an ongoing basis until the position is filled.

ALS Canada would like to thank all applicants for their interest; however only those selected for an interview will be contacted.

Why join ALS Canada?

A charitable organization that lives its values of accountability, collaboration, compassion, integrity, resiliency and respect, ALS Canada works with the ALS community to improve the lives of people affected by amyotrophic lateral sclerosis through support, advocacy and investment in research for a future without ALS. Fully funded by donors, we were fortunate to benefit from the generosity of Canadians during the Ice Bucket Challenge of 2014, and are now focused on implementing our 2018 to 2023 strategic plan in support of the following long-term impacts: people affected by ALS receive the best possible standard of care; more treatments are available to improve quality of life and extend lifespan; and people are empowered to make informed decisions about ALS.

Our world is challenging. The people we serve are dealing with a devastating illness. But in the midst of it, their resiliency and spirit is remarkable and moving. You will be touched by the community and will find a way to naturally and effectively engage.



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ALS Canada is committed to accommodating the individual needs of job candidates, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), ALS Canada is committed to accommodating applicants with disabilities within our recruitment processes. Please contact the HR department at jobs@als.ca if you require an accommodation during the recruitment process.

ALS Canada is committed to being an equitable employer, we strongly encourage people from equity seeking groups to apply.