

Making Moments Matter

Carpenter Hospice is a home in the heart of Burlington that offers both residential-based care and community-based programs to people in the last stages of their lives. It lets residents spend their final days together with loved ones in an environment that is peaceful, comfortable and meaningful. It is staffed by a dedicated team of professionals and volunteers who provide compassionate, palliative care to meet residents' every need and ensure that each moment counts.

Donor Database and Records Specialist Part Time

Summary

Reporting to the Development Manager and working in collaboration with the Accounting Team, the Donor Database and Records Specialist will be responsible for a variety of clerical, data entry and acknowledgement activities that contribute to a high quality donor service. Ensuring the data and information is trusted, readily available and consistently accurate are key components of this role. The Donor Database and Records Specialist is responsible for the development and execution of appropriate design, policies, practices and procedures for Hospice data functions. In collaboration with the Development Team, the Donor Database and Records Specialist will support the Development Manager in the creation, implementation and growth of innovative and impactful acknowledgement activities that contribute to a high quality donor service.

Professionalism

In the role of Donor Database and Records Specialist, you are expected to demonstrate professionalism through excellence in knowledge, judgement and behaviour. In the course of your duties, you will consistently demonstrate our core values of respect, compassion, honesty and equity. You will honour confidentiality and the individuality of the residents and staff. You will demonstrate appropriate conflict resolution strategies and participate in thoughtful practice to identify challenges and contribute to solutions.

Duties

- Timely data management and administration relative to annual and major gift fundraising programs, capital campaigns, planned giving and other data and reporting needs
- Administration, security and integrity of multiple databases
- Data management, migration and clean up
- Manages the donor acknowledgement process for gifts received and prepares gift receipts and individualized acknowledgement letters for all gifts in a timely and accurate fashion
- Manages the Family Feedback database, generating standardized reports as required
- Address donor inquiries regarding process as required
- Generates statistics for program, corporate, LHIN and regional reports as needed
- Work in collaboration with staff, volunteers, event organizers, media and others to leverage our brand and achieve promotional synergies and maintain positive ongoing relations and marketing opportunities
- Support fund development activities as needed
- Other duties as required

Position Requirements

- Post-secondary education (College) in a related field (example Computer Science, Data Analysis, Information Systems Management, Database Administration etc.) or equivalent blend of education and experience
- Knowledge and proficiency in Raiser's Edge database software
- Knowledge of Canada Revenue Agency Guidelines as they pertain to registered charities
- Excellent customer service skills
- Professionalism and discretion with sensitive and confidential information
- Meticulous attention to detail
- Ability to work under minimal supervision while utilizing effective time management skills in order to meet deadlines
- Excellent oral and written communication skills
- Proficiency with various software programs such as MS Office Suite (Word, Excel, and Powerpoint), Outlook and Access

Schedule of Hours

Monday to Friday, 20 to 30 hours per week; based on program needs

May need to work occasional evenings and weekends to support meetings and special events

Working Conditions

Significant computer use in an office environment requiring extended periods of sitting with exposure to frequent interruptions. Ability to lift 20 lbs repeatedly and without restrictions. Some travel may be required.

How to apply

If you require more information about this position please make informal inquiries using the telephone number below. We encourage all candidates with the right skill mix and abilities to please send resumes and cover letters, indicating which position you are applying for, either in person, by email or post to:

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Application deadline: Thursday, October 4, 2018 at 5:00 PM