

## **Job Profile**

### **INFORMATION SYSTEMS DATABASE CO-ORDINATOR**

#### **Summary of Role:**

- Responsible for processing donations and for updating database records to reflect donor giving and communication
- Management and integrity of thankQ (TQ) database
- Ensures a very high standard of customer service

#### **Reports to:**

- Manager, Information Systems

#### **Direct Reports:**

- None

#### **RESPONSIBILITIES**

##### **Gift Processing:**

- Processes donations within pre-determined turnaround period (i.e., standard gift = 2 days) and as per the Foundation's gift acceptance policy
- Adheres to information management systems, policies, and procedures
- Produces all tax receipts and thank you letters – coordinating personalization of letters with philanthropy staff as required
- Assists with database maintenance, including updating records to reflect address changes, appropriate coding, PRM assignments, and donor communication
- Batch sheet reconciliation and filing
- Assigns thank you call actions to PRMs for \$1000 plus donations
- Imports the data from website's GiftTool software into TQ
- Prepares next of kin acknowledgement letters and cards
- Responds to donor inquiries with respect to donations processing as required
- Provides general support as required to foundation team, including vacation relief and backup support for reception duties.

##### **thankQ CRM:**

- With the help of the Manager, Information Systems, develop, design and maintain queries, exports and reports using thankQ, Excel or other required formats to support administrative, financial and fundraising functions
- Assists with database maintenance using Data Tools module
- Generate donor lists, scheduled reports, and ad hoc reports
- Ensure policies and procedures for thankQ are being maintained to ensure gift coding supports accurate fundraising revenue reports
- Assistance in maintaining the online giving and event registration system(s)

## **EDUCATION AND EXPERIENCE**

- A diploma in database management, information systems, office administration, fundraising or an equivalent combination of education and experience
- 2+ years working with relational database software
- Experience working with software, and relationship databases or equivalent, ideally in a not-for-profit setting an asset
- Experience working with thankQ CRM and gift processing a definite asset

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of thankQ or other fundraising database software
- Superior administrative skills, including:
  - Accurate typing
  - Document formatting
  - Mail merges
  - Developing and maintaining spreadsheets
- Strong attention to detail, accuracy, and excellent multi-tasking skills
- Can-do attitude with flexibility to work weekends and evenings as required
- Ability to collaborate and work effectively as part of a team
- Exceptional computer skills with proficiency in a Microsoft Office environment
- Proven track record of maintaining filing systems, database records and templates
- Strong problem solving and analytical skills
- Superior communication and interpersonal skills
- Good judgment, diplomacy, sensitivity and tact
- Flexibility and adaptability a must