

Children's Aid Foundation of Canada Position Description

Position Title	Officer, Database	Type	Permanent, FT
Department	Finance & Database	Salary	\$53,000 - \$65,000
Reports to	Senior Manager, Database	Updated	September 2024

About the Children's Aid Foundation of Canada

Children's Aid Foundation of Canada is our country's leading charity dedicated to improving the lives of children and youth growing up in the child welfare system. We work with three priority populations: Children and families at risk, children and youth in government care and youth transitioning out of care.

We raise and grant funds and deliver a wide range of high-impact programs and services in partnership with 114 child- and youth-serving agencies across the country. Last year we raised over \$18.4M to support 16,073 children, youth and families across Canada to ultimately bring us closer to a future where all families, children and young people involved with the child welfare system live meaningful lives and thrive.

Our vision is a future where the children and youth we serve have the strength and resilience to create a lifetime of their own unstoppable successes.

To learn more about us, [please visit our website](#).

To better understand our impact, please watch our '[Investing in the Future, Today](#)' video.

The Opportunity/ Purpose of the Position

Children's Aid Foundation of Canada's donor community has grown at a rapid pace through the current \$100M Stand Up For Kids-Futures Transformed Campaign and at this exciting time the **Officer, Database** is integral to the operation of the Finance and Database Team.

Reporting to the Senior Manager, Database, the Officer, Database is responsible for triaging incoming donor communications and looking for ways to meaningfully increase the Foundation's relationships with our donors. The position plays a critical role in all fundraising database maintenance, analysis, reporting, cleaning and responding to all requests for information as well as the general functioning of the department's data management.

Specific duties and responsibilities will be including, but are not limited to the following, and may be subject to change:

Responsibilities

- Responsible for the data integrity, data analytics, functionality of and reporting from the Raiser's Edge NXT database as well as the extraction of data and data flow to other critical systems including the Financial Edge and Engaging Networks
- Updates, maintains and manages Raiser's Edge by accurately inputting donor information and processing all donations received through all giving mechanisms in a manner that produces appropriate receipts and acknowledgement letters

- Prepares tax receipts, thank you letters, pledge reminders and business acknowledgements in accordance with Foundation policies and ensuring compliance with CRA requirements
- Provides special handling and follow up of non-routine donations (in kind, credit card donations, special letters, etc.)
- Generates appropriate reports, including creating queries and exports using Raiser's Edge
- Prepares the data files for mailing selections for other staff and events
- Works with the Coordinator, Development Support to develop specific profiles and reports in preparation for fundraising meetings and calls by staff
- Maintains data integrity and reliability by conducting regular data audits to identify and rectify any discrepancies (i.e. correcting duplicate records, invalid addresses, change of address, do not contact, and other data hygiene tasks)
- Ensures requests from donors and prospects are addressed quickly and accurately and that all pertinent information is recorded
- Create and maintain user-friendly reports and dashboards using Raiser's Edge NXT and excel to facilitate data-driven decision-making.
- Organize and participate in training sessions to enhance team members' data-related skills and knowledge.
- Communicates effectively with colleagues to gather necessary information and resolve data-related queries
- Assists the Senior Manager, Database with other administrative tasks and projects as needed to contribute to the overall success of fundraising initiatives
- Act as a CAFC Ambassador as required

Qualifications

Required Competencies and Skills

- A minimum of 2 years' experience in database administration and data entry, using Blackbaud products including Raiser's Edge 7 or Raiser's Edge NXT
- bCRE-Pro Blackbaud Certification in Raiser's Edge is an asset
- Advanced data entry, maintenance and database administration skills, including global changes, importing, mail segmenting
- Experience using online donation platforms, specifically Engaging Networks, is preferred
- Familiarity with import tools in Raiser's Edge, specifically JMG Software, is an asset
- Experience using 3rd party payment portals like iATS, CanadaHelps.org, Benevity, and United Way, is an asset
- Strong knowledge of CRA tax receipting guidelines
- Excellent interpersonal and organizational skills
- Exceptional verbal and written communication skills
- Strong attention to detail
- Advanced skills in MS-Word, MS-Excel, MS-PowerPoint and calendar

Hours of work

- Regular office hours: 9:00 am to 5:00 pm.
- Occasional evening and weekend hours during busy periods
- Vacation restrictions during busy periods

CAFC as an Employer

CAFC provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. We welcome and strongly encourage applications from equity seeking groups, including members of communities that are overrepresented in the child welfare

system. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

Our Values:

- Vital Learning & Innovation
- Open Communication
- Inclusion & Diversity
- Care & Compassion
- Empowering Accountability

We offer: a generous vacation package, plus 3 float days, participation in the OMERS Defined Benefit Pension Plan with contributions matched 100% by the employer, a comprehensive benefits (including medical, dental, life and disability) package, Employee Assistance Program and a competitive salary.

CAFC staff are currently working in a hybrid work model, working remotely and in the downtown Toronto office 2 – 3 days a week.

We acknowledge that the Foundation's main office is in Toronto, which is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis. The area now known as Toronto is covered by Treaty 13. Children's Aid Foundation of Canada is committed to supporting meaningful reconciliation between Indigenous peoples and others in these lands and across Canada.

Children's Aid Foundation of Canada provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

How To Apply

To apply, please forward a current resume, with a covering letter in one single document, detailing how your qualifications match this opportunity, to enza@cafdn.org and include "Officer, Database" in the subject line of your email by September 30, 2024. Applications will be reviewed as they are submitted. You are encouraged to apply early as we are motivated to fill this role as soon as possible.

We thank all candidates for their interest in the work of Children's Aid Foundation of Canada; but only candidates selected for an interview will be contacted. No telephone inquiries please.