Ronald McDonald House Charities® Newfoundland and Labrador
Database Administration Specialist

Ronald McDonald House Charities® Newfoundland and Labrador (RMHC NL) is located in St. John's near the Janeway Children's Hospital. Ronald McDonald House offers accommodations to sick or injured children and their families who must travel to St. John's for medical reasons. Operated by a small staff and supported by dedicated volunteers, we seek the services of a full-time **Database Administration Specialist.**

Are you someone who can intuitively understand databases, finance processes, and how each piece fits together? Are you interested in complex problem-solving?

Whether you are working in administration; accounting; or an office administration graduate wanting to apply your experience - you are someone driven by the need to work for a place with purpose. You want to grow your administration career in the non-profit sector working at the grassroots level with volunteers to meet and exceed fundraising targets. You can see the big picture and break it down into details to solve problems proactively. You have the drive and the enthusiasm to be organized with close attention to detail; If you're a professional seeking a position where you can make a difference in the lives of sick children every day, this position is for you.

This position is unique - a career with real meaning and sense of purpose. This position plays a key part in the overall fundraising success of Ronald McDonald House. Working closely with and reporting to the **Director of Development & Communications**, the **Database Administration Specialist** will support Ronald McDonald House through processing income including donations, online donations, pledges, and gift agreements, as well as having overall responsibility for all database management. This position will record contact information, donations and pledges, and perform regular database audits and produce regular reports for analysis and evaluation. While also performing administration duties the position can also attend fundraising events as and when required.

Reporting to and working closely with the Director, Development & Communications, the **Database Administration Specialist** key responsibilities include:

Database Management
- Build, maintain and optimize the comprehensive data management system (Raiser's Edge) to effectively support RMHC NL development program, including the gathering, assimilating and reporting of key information for financial reports and donor data management;
- Responsible for the accurate entry and tracking of all gifts and donor information using Raiser's Edge.
- Reconciliation and financial balancing of data entered in Raiser's Edge with bank deposits;
- Prepare monthly financial statements for management;
- Prepare reports as needed by the development team;
- Responsible for the management of prospect/donor information including accurate coding of information, entering solicitor actions and creating prospect lists;
- Comply with standards, policies and procedures for consistent data entry to ensure they are consistently applied, to ensure the highest levels of data integrity;
- Issue tax receipts for gifts meeting CRA and RMHC NL tax receipting guidelines.
- Maintain documentation and provide training to staff to support data integrity and related policies and procedures;
- Assist with application upgrades and/or patches as required.
- Remain current with Raiser's Edge updates and data management techniques and act as the in-house Raiser's Edge specialist and Blackbaud liaison.

Donor and Stakeholder Relations
- Answer in person, telephone, email and social media requests and queries;
- Respond to inquiries from donors related to donations, receipting and donor updates.
- Be a knowledgeable and accessible information resource for RMHC NL both internally & externally
- Responsible for processing tax receipts and acknowledgement letters on a timely basis. Crafts letters and ensures that all contributions are appropriately acknowledged and receipted according to the Gift Recognition Chart;
- Establish and manage information tracking processes regarding acknowledgement, recognition, on-going communications for continued cultivation of past and current donors to enhance their relationship with RMHC and increase the likelihood of continued contributions;
- Ensure all donor requested acknowledgement letters are prepared and sent within deadlines;
- Use consistent, accurate, and appropriate information-sharing mechanisms for stewarding prospects and donors with development team;
- Ensure donor wall(s) are accurately updated annually;
- Proactively support the stewardship responsibilities of the development staff by assisting them in establishing and coordinating individualized stewardship plans for donors
- Work collaboratively with development team to compose letters, compile appropriate invitation lists, engage donors, and create and/or obtain donor awards and recognitions.

Research, Cultivation and Solicitation
- Conduct prospect research at the direction of the Director of Development
- Recommend prospects for solicitation;

Administration
- Provide general administrative support (i.e. faxing, photocopying, distribution/mailing support, supply inventory, filing, event support, outgoing mail, petty cash account, etc.);
- Prepare all regular weekly deposits;
- Verify gift entry, prepare, print and file reports and complete monthly reconciliation with accounting;
- Process all pledge payments and monthly gift payments;
- Ensure all outgoing mail to regularly posted and mailed;
- Ensure all files and appropriate copies are maintained and filed;
- Maintain inventory of supplies including print materials and purchase/order office supplies as needed;
- Maintain all office equipment;
- Accounts Payable – ensure all expense invoices are submitted for payment;
- Monitor overall fundraising budget;
- Provide information and administrative support to Development team;
- May be requited to work during fundraising events as needed;
- Support the preparation of the annual audit;
- Coordinate staff travel arrangement as needed;
- Perform other duties as required

Volunteer Management
- Maintain listing of all Development/Community/Family Services volunteers in donor database;
- Manage an internal list of Development Community/Event/Project Volunteers;
- Execute provincial volunteer plan that includes recognition;
- Coordinate the logistics for annual Volunteer Conference

Preferred Qualifications:
The ideal candidate will have administration, gift processing and/or data management experience.
Preferred qualifications include:
- A related post-secondary diploma and/or at least 1+ related experience in administration, gift processing, accounting and/or data management;
- Excellent computer skills including extensive experience using MS Office, spreadsheets and relational databases (Raiser's Edge);
- Basic accounting skills required;
- Excellent analytical skills and attention to detail and accuracy is required;
- Successful record of working with volunteers;

- Blackbaud Certification (Raiser's Edge), would be considered a strong asset;
- In-depth understanding of Canada Revenue Agency tax receipting rules and guidelines, and the charitable sector in Canada would be considered a strong asset;
- Ability to work in an environment with families in times of stress or crisis;
- Seeks to strengthen environment with authenticity and positivity;
- Continually learns and applies knowledge and promotes learning and improvement in others; gives, receives and acts on constructive feedback;
- Ability to work to tight deadlines;
- Available to occasional work evenings and weekends, as necessary.

Compensation: Salary commensurate with qualification and experience. Excellent benefits program. The position is permanent full-time (Occasional evening and weekend work may be required.)

Send resume in confidence to careers@rmhcnl.ca. Applications should be received by **November 1, 2019**. We thank all applicants for their interest. Only those persons to be interviewed will be contacted.