



Administrator, Donor Experience

ABOUT US

Campfire Circle has offered healing through happiness for thousands of kids and families affected by childhood cancer since 1983. It's where kids can be kids, and families can be families—engaging in camp-inspired community, in-hospital, and overnight camp programs, at no cost to them. As a privately funded organization, Campfire Circle donors make thousands of life-changing experiences possible for Campers throughout the year, all across Ontario.

THE OPPORTUNITY

The Administrator, Donor Experience is an essential member of the Donor Experience team, contributing to the successful operations of the entire Development Department by helping to ensure the organization exceeds donor expectations in ways that we record, acknowledge, recognize, engage and are accountable to our donors.

This role plays a key role ensuring accuracy and timely processing of donations while delivering exceptional donor experiences. The incumbent will process both monetary and non-monetary donations in to Raiser's Edge, issuing tax receipts as per CRA guidelines and working closely with our accounting department for accurate record keeping.

Reporting to the Manager, Donor Experience & Analytics and working collaboratively with the rest of the Development Team, this role also supports the administrative functions of leadership team members. This position requires an individual who is highly detail oriented, can provide exceptional service bringing forth a critical degree of accuracy regarding data entry and analysis.

The key accountabilities of this role include:

1. Donation Processing:
 - a) Responsible for opening mail with a member from our finance team 1-3 times a week.
 - b) Enter cash & credit card donations to the appropriate fund and appeals in Raiser's Edge, ensuring gifts land in the correct general ledger account.
 - c) Responsible for scanning backup documentation for all offline donations for audit review.
 - d) Reviewing batches and accurately posting offline donations to fundraising platforms including Raisers Edge, Engaging Networks and Race Roster.
 - e) Responsible for resolving issues related to Moneris credit card transactions, i.e., refunds, errors, declines and invalid credit cards.
 - f) Support set up and processing of pledge installment payments as well as gifts of securities donations.
 - g) Create tax receipts and thank you letters as per CRA guidelines.
 - h) Assists with emailing, printing and mailing of tax receipts.
 - i) Collaborates with finance department and Donor Experience Coordinator to confirm data in Raiser's Edge is reconciled with accounting records each month.
 - j) Create payment reminders and invoices while keeping all internal trackers on excel up-to-date.
2. Team Admin Support:



- a) Supports the coordination of team meetings and activities including: booking rooms, organizing catering, set-up A/V and note taking.
 - b) Lead the collection of call reports and send out weekly wrap up email.
 - c) Support Chief Development Officer and Senior Directors with MasterCard and expense report completion and approvals and other administrative support as required.
3. Donor Relations Support:
- a) Supports donor customer service inquiries (donation and tax receipt inquiries and) and donor thank you calls.
 - b) Responsible for monitoring and responding to all emails in the accounts receivable inbox.
 - c) In collaboration with Officer, Donor Experience, support the coordination of donor tours, celebrations and recognition as assigned.
 - d) Supports stewardship efforts in the coordination of portfolio initiatives such as sending out mailings, ordering gifts and tracking donor recognition in Raisers Edge.
4. Database Management:
- a) Responsible for creating new constituent records as required.
 - b) Accurately updating constituent records in Raiser's Edge, including but not limited to addresses, phone numbers, email, relationships and donor communication preferences.
 - c) Supporting database cleanup projects as assigned by manager or director. Including but not limited to: relationship reassignments, address clean up, duplicate records.
 - d) Responsible for ensuring process documentation for all donation data entry procedures are up to date.

ABOUT YOU

QUALIFICATIONS

Required Criteria

- a) Proficient computer skills with experience using Blackbaud Raisers Edge.
- b) Minimum 2 years of administrative experience or revenue processing experience.
- c) Demonstrated ability to interact comfortably, tactfully and effectively with donors as well as internal and external stakeholders.
- d) Experienced in handling sensitive and confidential situations directly.
- e) Knowledge of donation and receipting processing and CRA regulations is an asset.
- f) High attention to detail and initiative.
- g) Must possess the ability to think strategically, work independently and as a member of a team.
- h) Excellent communication skills (both written and verbal) and well developed interpersonal skills.
- i) Excellent organizational and administrative skills.
- j) Excellent proficiency in Excel and Word.
- k) Demonstrated commitment to exceptional customer service and a pleasant phone manner.
- l) Demonstrated ability to keyboard high-volume data quickly and accurately.
- m) Clear police reference check and vulnerable sector screening.

Advantageous Criteria

- a) Current driver's license
- b) University degree or diploma in fundraising or relevant discipline or commensurate work experience.



- c) Raiser's Edge NXT Fundamentals.
- d) Demonstrated commitment to volunteerism or volunteer sector.

WORKING CONDITIONS

- This role is a hybrid role, requiring 2-4 days per week in-person presence at our office at 464 Bathurst St. Toronto.
- The position involves some evening, weekend and holiday commitments.
- In consideration of the population Campfire Circle serves, the incumbent is a non-smoker.

COMPENSATION & BENEFITS

This position offers an annual salary of \$40,000. In addition, Campfire Circle is invested in our staff's health, wellness and career growth and to support this we offer a comprehensive benefits package (premiums fully paid by the organization with the exception of Long Term Disability), a wellness benefit up to \$500 annually, paid vacation time plus a paid winter shutdown period up to eight days, flexible hybrid work arrangements and on-going professional development.

HOW TO APPLY

Please send a cover letter, resume and expected salary to careers@campfirecircle.org with the email subject reading **2023006 – Administrator, Donor Experience**.

Don't meet every single requirement in this posting? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. If you're excited about this role but your past experience doesn't align perfectly with every qualification or requirement we encourage you to apply anyways. You may be just the right candidate!

This posting will remain open until filled. Only applicants selected for an interview will be contacted. For more information about Campfire Circle, please visit www.campfirecircle.org - No phone calls please.

ACCESSIBILITY & DIVERSITY, EQUITY AND INCLUSION

Campfire Circle is strongly committed to diversity within its community and welcomes applications from racialized persons/persons of colour, Indigenous People of North America and the world, persons with disabilities, 2SLGBTQIA+ persons, and those who may contribute to the further diversification of ideas. We are committed to providing equitable opportunities in employment and to providing a workplace which is free from discrimination and harassment.

We are equally committed to providing an inclusive and accessible workplace. Applicants requiring accommodations to access our job postings and apply for roles with our organization are invited to reach out to our HR Team at careers@campfirecircle.org or in a manner that fits their accessibility needs, and can trust that their application will be considered equitably for our available roles. Contact information for our HR Team is located on our website at <https://campfirecircle.org/about-campfire-circle/careers/>, and more information about our accessibility commitments can be found at <https://campfirecircle.org/about-campfire-circle/accessibility-at-campfire-circle/>.



Campfire Circle is grateful for Indigenous communities' stewardship of the land that we occupy—including the traditional territory of many nations including the Anishnabeg, the Chippewas, the Haudenosaunee peoples, and many other diverse First Nations, Inuit and Metis peoples. We aspire to be deserving stewards of the land, in partnership with them.