



Coordinator, Donor Experience & Gift Processing

ABOUT US

Help Bring Back the Joy of Childhood

Since 1983, Campfire Circle has delivered healing through happiness to thousands of kids with cancer or serious illness and their families across Ontario. Our programs are offered in paediatric hospitals across Ontario, in local communities, and at our medically supported overnight camps, offering year-round experiences that provide life-changing moments of joy, connection, and resilience.

But we're just getting started. Today, over 40,000 kids in Ontario face serious illness, many without access to the psychosocial support they urgently need. That's why we have a bold vision: to grow from serving 3,000 campers a year to 10,000. We're building a passionate, talented team to help make that vision a reality. When you join Campfire Circle, you become an integral part of a dynamic team helping to transform the lives of thousands of kids with serious illness, alongside our dedicated community of volunteers and donors.

Help us give back the joy of childhood to every kid with serious illness who needs it most.

THE OPPORTUNITY

Join Campfire Circle as we embark on an exciting campaign to expand programs to serve thousands more children with serious illness in Ontario. As a key member of the Donor Experience team within the Development department, you will play a crucial role in supporting the fundraising efforts that help bring joy, laughter, and vital support to medically complex children and their families during some of life's most challenging moments.

Reporting to the Manager, Donor Experience & Data Management, the Coordinator, Donor Experience & Gift Processing plays an important role in managing the day-to-day gift processing, data imports/exports and ensuring the overall integrity of donor data. In this role, you will contribute to delivering a seamless and impactful donor journey by ensuring the systems, processes, and insights are in place to support effective fundraising and meaningful donor engagement.

The ideal candidate is detail-oriented, process-driven, and passionate about optimizing the donor experience through collaboration, innovation, and a commitment to operational excellence.

Gift Processing:

- a) Lead accurate and timely processing of online and offline donations including monthly donations and import of transactions from other platforms ensuring compliance with financial policies and CRA guidelines.
- b) Ensure all one-time donations are acknowledged within 48 hours and monthly donations are acknowledged annually in accordance with the department's policies, procedures and CRA guidelines.
- c) Collaborate with Finance to reconcile data, ensure accurate financial reporting and support year-end audit.
- d) Manage the backup documentation for all donations and support responding to auditor inquiries by providing gift samples, revenue reports and tax receipting documentation.
- e) Support responding to donor requests within 48 hours, connecting with any applicable relationship manager and recording interactions in the CRM.

Data Management & Operations Support:

- a) Ensure the accuracy of the gift data/record by ensuring all relevant gift and biographical data is accurately captured according to the department's policies and procedures.
- b) Collaborate with management to develop and implement automation and process improvements in gift processing and data management workflows.
- c) Work with management to complete assigned data cleansing and data quality processes, including deduplication and correcting inaccuracies, to ensure data integrity, accuracy and reliability.
- d) Create and update documentation on standard operating procedures and process workflows on an ongoing basis, for assigned tasks.

QUALIFICATIONS

- a) Post-Secondary education or related experience
- b) Minimum 2 – 3 years' experience data processing, online transactions and web based applications (preferably Raiser's Edge and Engaging Networks).
- c) Experience working with integration and automation tools such as Omatic Cloud and SmartSync.
- d) Expert knowledge of donation and receipting processing and CRA regulations
- e) Excellent proficiency in MS365 Suite.
- f) Excellent communication skills (both written and verbal) and well-developed interpersonal skills.
- g) Demonstrated ability to interact comfortably, tactfully and effectively with donors as well as internal and external stakeholders.
- h) Experienced in handling sensitive and confidential situations directly.
- i) Demonstrate an agile, resourceful, and initiative-driven approach to problem solving with a strong focus on process improvement and adaptability
- j) High attention to detail and initiative.
- k) Excellent organizational and administrative skills.
- l) Clear police reference check and vulnerable sector screening

Advantageous Criteria

- a) Experience with Engaging Networks, Race Roster, CampSite, Raiser's Edge
- b) Current G2 or G class driver's license and the ability to be covered by camp's insurance policy.

To support our commitment to a safe, caring environment for children with serious illnesses and their families, all staff must attest to having received their childhood vaccinations and confirm a negative result in a two-step Tuberculosis ("TB") testing series. Seasonal boosters against Influenza and the most recent circulating strain of COVID are strongly encouraged. All staff must provide an updated criminal record check or Vulnerable Sector Screening and be currently eligible to work in Canada and for Campfire Circle.

WORKING CONDITIONS

This position is hybrid, working from our Toronto office 2-3 times per week in an open-concept working environment. Occasional evening and weekend commitments will be required. The donor experience department supports processing gifts during the December winter shutdown, for which lieu time is



offered. This position some physical labour in supporting events and other duties as required. In consideration of the population Campfire Circle serves, the incumbent is a non-smoker.

COMPENSATION & BENEFITS

This position offers a competitive annual salary range of \$47,000 - \$52,000. Campfire Circle is invested in our staff's health, wellness and career growth. As part of the total compensation package for this role, we offer a comprehensive benefits package, including \$4,000 annually for mental health practitioners (premiums fully paid by the organization with the exception of Long Term Disability), a wellness benefit up to \$500 annually, an accelerated RRSP matching program up to 5% of base salary, 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 resume and salary expectations to careers@campfirecircle.org with the email subject reading **2025050 – Coordinator, Donor Experience & Gift Processing**.

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 deeply committed to fostering a diverse and inclusive workforce that reflects the rich diversity of the communities we serve. We welcome applications from racialized persons/persons of colour, Indigenous People from North America and around the world, persons with disabilities, 2SLGBTQIA+ individuals, and those who bring diverse perspectives and experiences. Our commitment is to provide equitable employment opportunities to all and to maintain a work environment 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/work-at-campfire-circle/>, and more information about our accessibility commitments can be found at <https://campfirecircle.org/about-campfire-circle/accessibility-at-campfire-circle/>.

LAND ACKNOWLEDGEMENT

Campfire Circle acknowledges that we operate on 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 peoples.



On this land, we are grateful to share the magic of camp with children and families, and we endeavour to create a community of joy, hope and healing. Acknowledging the land that we occupy is just one small step on the path towards Truth and Reconciliation.