

Job Title

Philanthropy Coordinator

Impact Statement

The Fundraising Department plays a critical role in securing the success of MSF Canada's social mission and is at the heart of our humanitarian emergency medical operations in the field. The Philanthropy team cultivates relationships with donors, including major donors, legacy donors, and corporate and foundation donors.

The Philanthropy Coordinator will support the Philanthropy Team (PT) by processing gifts across the Major Giving, Corporate and Foundations, and Planned Giving units. They will report to the Manager of Fundraising Services unit and improve the donor experience by providing consistent and timely gift processing and strengthen internal fundraising systems in collaboration with the broader Fundraising department and the Finance and Administration department.

Key Responsibilities

- Manage the timely, accurate and effective administration of all philanthropy gifts from the point of physical or electronic mail to delivery of tax receipts. This includes uploading, managing, and filing records of this information to SharePoint and the Raisers Edge database.
- Ensure Philanthropy data is accurate and up to date, by monitoring data input by the Philanthropy team, updating profiles and working in collaboration with the Data Strategy Unit.
- Provide general administrative support for the Associate Director of Philanthropy and the Philanthropy team.
- Create and document processes, update existing process documents and provide training to Philanthropy team colleagues.

Job-Specific Competencies

Gift administration; accurate and timely processing of gifts

- In-office gift mail sorting, inputting gift codes, EFT and cheque batching and bank deposits
- Generate gift receipts and gift letter of acknowledgements in English and French
- Communicate with unit coordinators to flag new gifts and donor requests, ensuring 48-hour turnaround time for responses
- Maintain a strong understanding of receipts, acknowledgements, and CRA receipting guidelines
- Manage centralized system of gift tracking and donor acknowledgements
- Manage data transfer and reconciliation of donor data into CRM database in collaboration with unit coordinators
- Assist in the maintenance and updating of donor records on the database including contacts with donors, correspondence sent, thank you calls, event attendance, and meetings
- Assist with gift processes of Third-Party Aggregators (Benevity, CAF, Double the Donation, Canada Helps)

- Coordinate and refer donor email and phone inquiries to appropriate team leads in collaboration with Donor Relations team
- Coordinate with external vendors, contacts and internal team members regarding Philanthropy donors and gift data

Knowledge of database maintenance; Update, edit and validate donor data

- Responsible for data hygiene in Raisers Edge (RE) and constituent entries and profiles are up to date
- Perform database queries, summarize database findings, and present actionable database insights
- Monitor and track ad hoc Philanthropy data requests in collaboration with Data Unit
- Manage and monitor excel documents for gift tracking and donor engagement
- General knowledge of tax rules and compliance related to receipting in Canada
- Train new Philanthropy colleagues on the RE processes relevant to their role
- Stay up to date with RE updates and changes – updating processes as the changes happen

Administration; Knowledge of administration activities; ability to carry out administration tasks effectively and efficiently support team

- Monitor incoming donations
- Organize and maintain Philanthropy online and physical files
- Provide administrative support during events and team meetings in collaboration with unit coordinators
- Support to Associate Director of Philanthropy on donor portfolio administration and Board engagement
- Organize and schedule meetings, take meeting minutes
- General administrative support for the Philanthropy team

MSF Transversal Core Competencies

- **Commitment to MSF Principles;** *Proficiency level 1:* Demonstrates Knowledge of and Accepts MSF's Principles
- **Cross-cultural Awareness;** *Proficiency level 2:* Recognizes and Respects Different Points of View
- **Results and Quality Orientation;** *Proficiency level 3:* Improves Performance and Sets Ambitious and Realistic Goals
- **Planning and Organising;** *Proficiency level 3:* Follows Up, Plans Activities and Sets Priorities
- **Teamwork and Cooperation;** *Proficiency level 2:* Shares Information and Coordinates with Team and/or Others
- **Networking and Building Relationships;** *Proficiency level 2:* Develops and Diversifies Networks

Knowledge and Experience

- Demonstrated professional experience in the fields of records management, legal assistance, fundraising, or office administration
- Strong computer literacy, including ability to use word processing, spreadsheet and database software, to search the internet for research purposes and to learn new Windows-based programs
- Previous experience with Raiser's Edge, Salesforce or equivalent database
- Strong interpersonal, written and oral communications skills
- Proven administrative skills including keen attention to detail with ability to track multiple projects at one time
- Organizational and time management skills with a proven ability to prioritize and balance diverse workloads

Education, Certifications, and Languages

- Fluency in spoken and written English
- Proficiency in French is an asset

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Flexible work hours and hybrid work model (in office 4 days per week)
- The office environment is open concept, and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Work requires long hours in front of a computer/laptop screen
- Interaction with clients/donors and the public at large
- Availability during periods of high gift volume (i.e., end of year and tax season) is highly emphasized

Job Information

Position Level: Individual contributor

Department: Fundraising / Philanthropy

Position Status: Permanent

Activity Rate: 100 % of activity, 37.5 hours per week

Location: Toronto

Salary Grade: Level 13 on the MSF Canada Salary Grid, \$64,251.00 per year (non-negotiable)

Status: Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

Benefits: Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' Vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.

