



Last updated: October 2025

Job Title

Fundraising Database Administrator

Impact Statement

The Fundraising Database Administrator will actively contribute to the Fundraising Systems unit successful operations and daily activities. They will support all in-house donation processing and acknowledgements and contribute to maintaining data health in respective donor management systems.

Key Responsibilities

- Support in-house administrative duties, including, but not limited to receiving, coding and handling fundraising mail, issuing missing tax receipts and donation processing.
- Maintain data hygiene in the CRMs platforms (Raiser's Edge, Luminate Online) – merge duplicates, convert records, implement mass changes and identify data quality issues.
- Maintain, establish and promote best practices and standards for a positive donor experience, with a drive to constantly improve unit's processes and procedures.

Job-Specific Responsibilities

Donation Processing & Data Hygiene

- Process donations and update donor records and actions
- Identify and escalate data inconsistencies and other issues within the databases to ensure accuracy and ensure the information is always updated
- Verify accuracy and completeness of data
- Support with data import and export to fundraising CRM
- Using ReceipterPro® for ad-hoc, urgent receipting requests
- Perform data cleaning and hygiene tasks, including identifying and removing duplicate records, correcting formatting inconsistencies, and ensuring compliance with data standards.

Relationship building and team orientation

- Recommend changes to policy and workflow to improve data processes and best practices
- Collaborate with colleagues from Fundraising Systems unit to ensure that the data is clean and ready to use

Core Competencies

- **A Commitment to MSF's Principles; Proficiency level 1:** Demonstrates knowledge and accepts MSF's principles

- **Results and Quality Orientation; Proficiency level 2:** Works towards objectives, preserving established standards
- **Planning and Organizing; Proficiency level 2:** Is proactive regarding planning and organizing their job area
- **Teamwork and Cooperation; Proficiency level 1:** Shares information and coordinates with team and/or others
- **Cross-cultural Awareness; Proficiency level 1:** Recognizes and respects different points of view

Knowledge and Experience

- Working knowledge of donor management systems
- Experience in gift administration or gift processing
- Solid computer skills with proficiency in Microsoft Office Suite
- Previous experience or training in Fundraising
- Experience in working on multiple projects at the same time

Education, Certifications and Languages

- Proficient in English

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Hybrid work model (80% in MSF Canada office per week)
- 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

Job Information

Position Level: Individual contributor

Department: Fundraising Department

Position Status: Temporary (6 months)

Activity Rate: 100% (37.5 hrs. per week)

Salary Grade: Level 11 on the MSF Canada Salary Grid, \$53,100.00 per year (non-negotiable)

Location: Toronto

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: Starting 4 weeks' Vacation/year, flexible work hours, 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.