

Fundraising Database Officer

Impact Statement

The Fundraising Database Officer role is to manage data integration, data integrity, and quality across critical systems within the Fundraising department and to ensure business rules are functioning correctly. The Fundraising Database Officer will support MSF Canada's fundraising strategy by ensuring the relevancy and utility of the database of record.

The primary area of responsibility will be administration of day-to-day operations of the Fundraising (FR) Customer Relationship Management system (CRM) – Blackbaud Raiser's Edge (RE) and Luminate Online (LO) backend. The Fundraising Database Officer will also support donor engagement and satisfaction through the maintenance data hygiene, ensuring the accuracy of donor information, gifts, and receipting. The Fundraising Database Officer will also collaborate with our services providers (KCK, Integral, Good Works and others) to maintain same level of accuracy and data hygiene as any internal process and will report any discrepancies to the Fundraising systems Manager.

Key Responsibilities

- Serve as a subject matter expert, providing additional coaching and training on Raiser's Edge, LO, Omatic, and ReceipterPro.
- Using the CRM to enhance customer or donor relationships, improve engagement strategies, by serving as a subject matter expert for the Fundraising team.
- Troubleshoot, investigate, and provide resolution options to escalated issues.
- Manage data across the Fundraising systems, ensuring data hygiene by supporting data cleanup projects and championing best practices.
- Monitors the flow of data, finding and reconciling the differences between systems.
- Ensure proper functioning of systems and system adherence to business rules.

Duties and Responsibilities

CRM Database Administration

- Manage the CRM and database configuration (Blackbaud Raiser's Edge (RE)) and Luminate Online (LO), process, and end-user activity as to capitalize on donor data, ensure consistent data entry and management, and avoid discrepancies between the CRM records and financial bookkeeping. Reconcile and document differences between systems.
- Maintain data hygiene, by updating, editing and maintaining all donor information to ensure accuracy and integrity of constituent and gift data; implement changes to historical constituent, gift and campaign information/architecture as required.
- Manage and audit the security, transfer and integrity of all donor data.
- Manage database integration and data imports between RE and on-line fundraising tools, and other data sources, uploading gift and constituent information received from online sources and other databases.
- Recommend required changes to data management policies and procedures and ensure new policies and procedures are communicated and followed.

- Manage day to day with external suppliers on data integration and data loads; overseeing quality and auditability.
- Provide recommendations in establishing and revising donor and gift records and information management procedures.
- Proactively report critical issues or incidents that may impact the data flow and affect any fundraising activities/campaigns.
- Support with segmentation data pulls for Fundraising campaigns using a specialized software (training provided)
- Stay current with RE/LO updates and new database products and management techniques and ensure this is communicated appropriately to the other RE/LO users (training will be provided if required).

Data Management and Financial reconciliation

- Ensure that the tax receipt processing is according to Fundraising and Finance requirements, that gift adjustments are completed and duplicate/corrected tax receipts are issued as required.
- Undertake processes related to processing and refunding credit and debit gift transactions.
- Manage monthly and yearly revenue reconciliation processes between payment gateways and RE/LO.
- Support the Finance team with annual audit requirements.
- Support data partnerships to ensure that donor data is being respected and all gift transactions from external vendors are reconciled at every level, and auditable.

Fundraising Team Support and Reporting

- Support all FR team members with data services related to RE and LO, and fulfill FR data requests, to ensure process optimization.
- Ensure new gift codes are created prior to each new fundraising effort.
- Create custom reports and queries to meet specific data analysis needs of the organization
- Provide training and support for other users of the CRM system within the organization.
- Act as the final point of escalation for Donor Relation investigations. Provide a menu of resolution options and (in consultation with finance), confirm resolution is compliant with internal processes, auditor and CRA requirements.
- Compile and provide high quality data, generating donor lists for email campaigns.
- Generate global actions in RE to track communications to donor.
- Participate in the planning, meetings regarding enhancements and changes to the CRM.
- Manage training of all staff that use RE and Recepter Pro; ensure adherence to system business rules.

MSF Transversal Core Competencies

- **A Commitment to MSF's Principles;** Proficiency level 1: Acts towards the fulfilment of MSF's Social Mission
- **Cross-cultural Awareness;** Proficiency level 3: Demonstrates an integrating attitude
- **Analytical Thinking;** Proficiency level 3: Identifies Complex Relationships
- **Behavioural flexibility;** Proficiency level 2: Adapts behaviours to the needs of the situation
- **Service Orientation;** Proficiency level 3: Anticipates clients' needs

Knowledge and Experience

- Demonstrated experience in database administration and proficiency with query building, importing, exporting and reporting
- Advanced knowledge of CRM systems (especially Raiser's Edge), with ability to diagnose and remedy issues
- Ability to communicate technical information to audiences with differing knowledge of systems, explaining diagnosis of issues, as well possible resolutions
- Ability to develop, implement, refine, and document processes
- High proficiency using MS Office software including Word and Excel

- Knowledge of tax receipting regulation and basic understanding of fundraising and accounting

Education, Certifications, and Languages

- Fluency in spoken and written 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 (40% 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
- High levels of stress and/or pressure
- Interaction with vendors

Job Information

Position Level: Individual contributor

Department: Data Strategy, Fundraising Unit

Position Status: Permanent

Activity Rate: 100 % (37.5 hours per week)

Location: Toronto

Salary Grade: Level 15 on the MSF Canada Salary Grid, \$77,744 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: Starting 4 weeks' vacation/year, flexible work hours, 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 employee contribution required), 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.