



## **Donor Database Coordinator**

The Donor Database Coordinator plays a key role in ensuring supporter, event participant and program information is accurate, up-to-date and easily accessible. Reporting to the Senior Manager, Database and Analytics Manager and working closely with the Senior Director, Brand Strategy and Communications, Development team and Finance team, the Donor Database Coordinator will support the overall objectives of the Foundation to establish True Patriot Love as recognized leader in the sector and provide world class donor stewardship.

### **KEY RESPONSIBILITIES**

- Work with the team to ensure the integrity of the database through timely data upload, verifying accuracy and relevance of data on a regular basis, including recommending process changes and implementing Salesforce enhancements if required
- Ongoing data entry into Salesforce, including timely entry of transactions including donations—ensuring a high-level of accuracy of donor data
- Work closely with the Senior Coordinator, Donor Relations & Stewardship to ensure one-time, monthly and event donors are tracked and thanked in a timely fashion
- Work with Senior Manager, Database and Analytics to prioritize data cleanup projects (both historical and present day information), review duplicates, keep constituent information up to date and work with finance and Events team on reconciliation.
- Work closely with the Finance team to generate tax receipts and reconcile Salesforce to QuickBooks in a timely fashion
- Work closely with the Senior Manager, Database and Analytics to develop and run the required reports from the database and assist in analysis/interpretation of data to identify patterns/trends
- Work with Programs team to ensure accurate input of grant applicant and program partner data into Salesforce and update grant reports & dashboards as needed
- Assist with Quarterly reporting development to track the effectiveness of fundraising programs.
- Assist with developing data segmentation to support marketing and annual giving campaigns
- Review and monitor Salesforce integrations to ensure they are functioning at full potential
- Work closely with Senior Manager, Database and Analytics to review quarterly Critical updates and enhancements for Salesforce to allow for full database optimization
- Act as Foundation lead with online donation platform AKA Raisin, ensuring all forms are user friendly and engaging

### **JOB REQUIREMENTS**

- Minimum 2 years' experience using a CRM database (ie. Salesforce, Raiser's Edge, eTapestry), preferably in the non-profit sector
- Strong attention to detail and analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with clear communication and accuracy

## **TRUE PATRIOT LOVE FOUNDATION**



- Experience using functions and formulas in Microsoft Excel, as well as mail merges in Microsoft Word
- Experience with Salesforce NPSP is an asset, but not a requirement
- Experience with online fundraising platforms (ie. Aka Raisin, Luminato) is an asset
- Ability to understand data structure and common methods in data transformation
- Demonstrated strong client/customer service orientation with the ability to understand and respond to various expectations from diverse stakeholders;
- Ability to manage multiple projects with various timelines and handle competing, changing priorities
- Flexibility to attend evening and weekend events on occasion (within the GTA)
- Passion or understanding of the Canadian military an asset

**To apply for this role**, please submit a cover letter and resume to [hr@truepatriotlove.com](mailto:hr@truepatriotlove.com) by August 6th, 2021 indicating *“Donor Database Coordinator”* in the email subject line.

Due to the current COVID-19 pandemic, all interviews will take place virtually. This role is based out of our Toronto office. Once it is safe to do so, this role will have the option of working from the office full time or in a hybrid model of in-office 2-3 days per week and from home the remainder of the time.

True Patriot Love welcomes and encourages applications from people of all abilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

True Patriot Love thanks all applicants for their interest in the role; however, only those selected for an interview will be contacted.