



Last Updated: February 2025

## Job Title

# Fundraising Database Specialist

## Impact Statement

The Database Specialists role is to lead the data integration, data integrity, and quality across critical systems within the Fundraising department and to ensure business rules are functioning correctly. The Specialist is responsible for the day-to-day operations of the Fundraising (FR) Customer Relationship Management system (CRM) – Blackbaud Raiser’s Edge (RE) and Luminate Online (LO).

The Database Specialist directs data service areas including data management, integration and reporting of data, administration of the CRM, provides related training and vendor management.

## KEY RESPONSIBILITIES

### CRM Database Management

- Update, edit and maintain 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 database integration and/or 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
- Proactively report critical issues or incidents that may impact the data flow and affect any fundraising activities/campaigns

### Workflow Analysis and Development

- Review existing workflows, identify inefficiencies, and map out missing elements.
- Develop and implement new workflows that align with organizational goals and enhance efficiency.
- Collaborate with various teams to ensure seamless integration of new workflows within existing processes.

### Data Management and Financial Reconciliation

- Oversee the tax receipt processing is according to Fundraising and Finance requirements, ensuring tax receipts and acknowledgment letters are mailed (or emailed) on a timely basis from RE, that gift adjustments are completed, and duplicate/corrected tax receipts are issued as required
- Act as the go to for escalated tickets related to processing credit and debit gift transactions using the RE database, and LO or specialized online programs as required

### Fundraising Team Support and Reporting

- Lead the prioritization of data services related to RE and LO, and fulfill FR data requests
- Act as point of contact for external vendors to ensure that donor data is being respected and all gift transactions from external vendors are reconciled at every level, and auditable

- Generate global actions in RE to track communications to donors
- Communicate collaboratively and effectively with fundraising team
- Other tasks as required. Duties may be amended from time to time

### **MSF Transversal Core Competencies**

- **Commitment to MSF Principles;** Proficiency level 1: Demonstrates knowledge of and accepts MSF's principles
- **Cross-cultural Awareness;** Proficiency level 1: Demonstrates knowledge of and accepts MSF's principles
- **Analytical Thinking;** Proficiency level 2: Identifies Basic 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**

- Senior demonstrated experience working with Raiser's Edge and Luminate Online
- Experience training others on the use of Raiser's Edge and Luminate Online
- Previous project leadership experience, serving as a subject matter expert
- Ability to work with high level of autonomy, efficiency, accuracy, and speed
- High proficiency using MS Office software including Word and Excel
- Basic understanding of fundraising methods and gift processing

### **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)
- 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
- Interaction with vendors

### **Job Information**

**Position Level:** Individual Contributor

**Department:** Fundraising / Data Strategy

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

**Location:** Toronto

**Salary Grade:** Level 14 on the MSF Canada Salary Grid; \$70,676 per year in starting year

**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.