



## **Job Description: Database Coordinator**

### **Position Overview**

2- year contract position starting May 13, 2024

Location: BBBSN St. Catharines Office (428 Niagara St.) with travel to other BBBS locations within Niagara required

Rate of pay \$20.50 per hour

Full-time 37.5 hours per week

Typical work week is Monday to Friday. The ability to work flexible hours including evenings and weekends is required

Big Brothers Big Sisters is seeking a Database Coordinator to join our team on a 2-year contract basis thanks to a grant from the Ontario Trillium Foundation. The primary responsibility of this role is to manage our donor database efficiently and effectively. The ideal candidate will have a strong understanding of database management principles, excellent attention to detail, strong computer skills, and the ability to work collaboratively with team members to ensure accurate and up-to-date donor information. This position will be responsible for setting up legacy giving platforms, utilizing grant/foundation search software to identify potential funding opportunities, and helping support other agency fundraising efforts.

### **About Big Brothers Big Sisters**

Big Brothers Big Sisters of Niagara (BBBSN) is a charitable organization that has been supporting vulnerable young people in Niagara for the past 87 years. Our mission is to enable life-changing mentoring relationships to ignite the power and potential of young people. This is achieved through a combination of one on one and group mentoring programs, offered both in the community and in schools.

### **Key Tasks and Responsibilities:**

- Refining the donor base system by organizing and integrating donor information from recent data migration from an amalgamation, ensuring data consistency and accuracy across systems.
- Maintaining and updating the donor database regularly to ensure accurate and consistent data entry, including address changes, contact information updates, and donor preferences.
- Assisting with processing donations in a timely manner, ensuring that all gifts are accurately recorded, tax receipted and acknowledged.

- Helping the fundraising team generate regular reports on donor activity, fundraising campaigns/events, and other relevant metrics to support decision-making and strategic planning.
- Setting up and managing legacy giving platforms to facilitate planned giving initiatives, including wills, bequests, and other forms of legacy gifts.
- Utilizing grant/foundation search software to identify potential funding opportunities aligned with organizational priorities.
- Conducting regular audits of donor data to identify and correct any errors or discrepancies.
- Ensure thank you letters and planned touch-points with donors occur and are accurately tracked.
- Work with the fundraising team to implement strategies to identify potential donors and help to establish positive relationships.
- Identifying and resolving database issues, providing technical support and assistance to team members as needed.
- Maintaining comprehensive documentation of and training staff members on database procedures, protocols, and workflows.
- Ensuring the security and confidentiality of donor information, adhering to relevant data protection regulations and guidelines.
- Assist with tracking of hours, qualifications and training related to fundraising volunteers.
- Assist in fundraising initiatives and community awareness activities by signing up to work Bingo and the mall storefront locations.
- Provide back up support for general administrative duties for the agency when required.
- Be an active member of the fundraising team to support the generation of revenue for the agency to support the delivery of no-cost mentoring programs.
- Other duties as required.

**Qualifications:**

- Previous experience in data entry, database management, or administrative support is preferred.
- Bachelor's degree in computer science, information systems, or a related field is an asset.
- Proven experience in database management, preferably in a non-profit or fundraising environment.
- Strong attention to detail and accuracy in data entry and organization.
- Proficiency in database software (e.g. Canada Helps, Raiser's Edge, DonorPerfect) and Microsoft Excel.
- Experience with setting up and managing legacy giving platforms and grant/foundation search software (e.g. Will Power, FoundationSearch) is an asset.
- Excellent communication and interpersonal skills, with the ability to work effectively in a team environment.

- Excellent organizational and time management skills, with the ability to prioritize and multitask effectively.
- Strong verbal and written communication skills.
- Knowledge of fundraising principles and practices is a plus.

How to Apply:

Please submit your resume and a cover letter outlining your relevant experience and why you are interested in this position to Franklyn Searle, Director of Development and Communications, at [franklyn.searle@bigbrothersbigsisters.ca](mailto:franklyn.searle@bigbrothersbigsisters.ca)

**Application Deadline:** April 12<sup>th</sup>, 2024 at noon

Big Brothers Big Sisters of Niagara is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.