

## **Donor Logistics Manager**

**30 hours per week over 5 days** (possibility of full time moving forward)

### **Job Brief**

We are looking for a detail-oriented individual to take on the role of Donor Logistics Manager. Reporting to the Accountant, your role is to manage the donation logistics and donor database, while ensuring high quality donor interaction by telephone and e-mail.

### **Responsibilities**

- **Donor relations:** interacting on a daily basis with donors via telephone and e-mail
- Responsible for accurate donor gift data entry in Raiser's Edge software.
- Prepare deposits of cash and checks received and deposit it at the bank
- Process credit card transactions as well as PayPal, Stripe, Canada Helps, Benevity, and Donate-a-car donations made through third party platforms.
- Process Gift in Kind donations
- Prepare monthly EFT batch of recurring donations, updating lists as required
- **Database management:** update donor profiles, ensure proper coding, create funds, appeals and other record types as required. Enter tributes and family information, record and manage pledge payment notifications.
- Ensure letters and tax receipts are sent in timely manner
- Provide information and donation forms (e.g., memorial or in honour) to families and businesses upon request
- Ensure memorial and in honour gift notifications are sent in timely manner
- Ensure chapel and birthing centre plaques are prepared and up to date for donor recognition
- Regularly reconcile payments received with Events Manager
- Support Accountant during the year and especially at year-end audit time
- Produce required reports for Managing Director and Accountant
- Provide support for Foundation team colleagues as needed
- Train volunteers pertaining to letter mailing, deposit preparation and credit card processing

### **Requirements**

- Exceptional customer service skills required. You must be a friendly, mature person with the ability to listen and respond to donors' concerns with a positive attitude.
- Confidentiality, maturity, diplomacy and discretion is a must.
- 2-3 years of previous related experience with Raiser's Edge (or similar) database software
- Proficient in English and French, both written and spoken
- Knowledge of Microsoft Office essential
- Familiarity with import tools an asset
- Non-profit experience an asset

**Skills**

- Ability to work autonomously, as well as part of a team
- Excellent communication skills
- Highly organized with attention to detail
- Resourceful, proactive
- Autonomous: work will start remotely during COVID-19 restrictions
- Access to a car and valid Driver's Licence

**To apply:**

Please send your presentation letter and resume to [nlason.odi@ssss.gouv.qc.ca](mailto:nlason.odi@ssss.gouv.qc.ca) before March 19, 2021.