



Brigadoon Village invites applications for the position of
Donor Services and Gift Processing Coordinator

Reporting To: Director, Philanthropy

Location: Brigadoon Village Halifax Office, 5523A Young St, Halifax, NS B3K 1Z7

Contract Term: Permanent, Fulltime

Salary Range or Hourly Rate: \$43,000 to \$52,000

Who We Are

Brigadoon Village is a non-profit recreational facility that delivers year-round camp programming that seeks to passionately transform the lives of Atlantic Canadian children and youth living with health conditions and other life challenges. We help them reach their full potential through experiential learning, meaningful connections and exceptional fun.

Brigadoon Village is located on Aylesford Lake in the Annapolis Valley. Our Halifax office is located in the Hydrostone Market. This position will be based out of Brigadoon's Halifax office and involve some travel.

Who We're Looking For

We have an exciting opportunity for an individual to join a dynamic philanthropy team as our **Donor Services and Gift Processing Coordinator**.

Reporting to the Director of Philanthropy, the Donor Services and Gift Processing Coordinator is responsible for overseeing and actioning all gift processing, database procedures and associated donor services. **Our donors are critical to our continued success!**

The incumbent requires proficiency working with Raiser's Edge, knowledge of CRA tax receipting guidelines, and high attention to detail.

Responsibilities:

Donor Services:

- Gift entering and processing in Raiser's Edge database. This involves accurate data entry skills, an understanding of the CRA guidelines concerning charitable receipting and eligibility, and recognizing the importance of accurately recording gift information.
- Execute regular thank-you and tax receipt correspondence.



- Fulfill tribute donations, creating and sending cards for gifts made in memory, grateful giving, and honour.
- Produce pledge reminder letters, and run all monthly donations, including payroll gifts.
- Demonstrate excellent customer service with internal and external stakeholders with questions about giving, gift transactions, pledge payments/issues and receipts.

Database Management:

- Prepare and reconcile bank deposits as well as EFTs and BBMS transactions. Run and disseminate daily donation reports to the Philanthropy team.
- Provide training and ongoing support to new and current staff to ensure understanding of our database structure, coding, and procedures.
- Remove duplicate constituents and merge donor records where necessary.
- Manage monthly donors, including data collection for declined or expiring credit cards.
- Generate queries and lists for donor solicitations, event invitations (direct mail, telemarketing, digital fundraising campaigns), newsletters and stewardship efforts.
- Run a series of data integrity tasks to ensure database accuracy and completeness.
- Oversee Raiser's Edge user accounts/groups, and recommend and manage security permissions.
- Maintain the Raisers Edge gift entry manual, updating as procedures change.
- Where returned mail is received, make efforts to obtain updated information through research and outreach to the donor.
- Manage biographical donor data such as address changes, deceased data, email consent, and mailing preferences and provide notifications as appropriate to staff.
- Support Finance for monthly reconciliation and research discrepancies.
- Support our annual internal audit by supplying the auditor with backup documentation as requested.
- Support data management needs for the Annual Programs portfolio, including uploading appeal files, exporting mail files for mailings, acquiring list management, appeal, and constituent coding.
- Establish and monitor business rules, data standards, and reporting protocols to increase efficiency.
- Import data from online donation pages and online gifts through third-party websites such as Canada Helps and Benevity.
- File gift documentation, ensuring accuracy for audit purposes.

Philanthropy Team Support:

- Track action items for the team and follow up with team members as needed.
- Overall admin support to the Philanthropy team, allowing for a focus on revenue-generating activities
- Document business rules, policies, and procedures as appropriate.
- Liaise with Philanthropy volunteers to support as appropriate.
- As an integral member of our team, flag opportunities or concerns to colleagues
- Assist the organization at events as required.
- Provide backup to office reception, as required.



Qualifications and Characteristics

- 2-3 years' experience in Raiser's Edge and RE NXT
- Detail-oriented person
- Works well in a fast-paced environment
- Flexible with changing priorities
- Excellence in customer service
- Excellent communication skills

Certifications

- Blackbaud certification preferred

Brigadoon

- Full-time position with a competitive salary and benefits package
- A flexible approach to a work location where we put our staff first
- A dynamic work environment where new ideas are encouraged and brainstorming sessions break out frequently
- An environment that supports growth in your role and challenges you with new opportunities
- Brigadoon Village is committed to employment equity and aspires to have a workforce that is representative of the diversity of our community; we encourage all passionate, qualified candidates to apply

How to Apply

- Interested candidates are asked to submit their cover letter and resume to Brigid.savage@brigadoonvillage.org
- Applications will be reviewed and screened as they come in with interviews starting by mid-June 2022
- We thank all candidates for their interest; however, only those under consideration will be contacted
- An offer of employment is conditional upon completing all applicable background checks and confirmation of credentials, which must be satisfactory to the employer or will result in withdrawal of the offer or termination of your employment. Checks may include one or all of the following checks: Reference / Employment Verification, Education Verification, Criminal Background and Vulnerable Sector Search