

**Nipissing University
Job Description**

JOB TITLE:	Data and Records Coordinator
DEPARTMENT:	Advancement, External Relations
CLASSIFICATION:	Coordinator B
WAGE GRADE:	60
EMPLOYMENT DEFINITION (STATUS):	Full-time Support Staff (contract)
SUPERVISOR:	Manager, Advancement

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Advancement, the Data and Records Coordinator plays a key role in the University's fundraising and advancement services efforts to advance the mission of the University. The Coordinator is responsible for maintaining the accuracy, integrity, quality and efficiency of the advancement database, including gift processing, donor acknowledgement, coding, reporting and analysis, and is the primary technical support resource for the database. The Coordinator will work with the Advancement and External Relations team providing general administrative support as required.

The Coordinator will ensure consistent, high quality outcomes through exceptional process management. They are accountable for contributing to the delivery of the University's Strategic Plan by inspiring a dedicated and donor-centered giving experience by mobilizing highly sophisticated fundraising techniques in a way that reflects the philanthropic culture at Nipissing and aligned with the University Capital Campaign. The Coordinator will also work closely with the Advancement and External Relations team, members of the University community, and external stakeholders to contribute to the goals and objectives of the Advancement and University strategic plan.

DUTIES AND RESPONSIBILITIES:

Database Management & Gift Processing

(50%)

- Responsible for timely and accurate gift processing, receipting, reporting and acknowledgement for Annual Fund, Major Gifts, Alumni Giving, Legacy Giving, Scholarships and Awards; reconciling with Finance
- Under the direction from the Manager, Advancement develop and maintain a policy and procedure manual related to database usage, data integrity, and compliance with all necessary privacy and Canada Revenue Agency legislation and University procedures pertaining to donations and receipting
- In partnership with the Manager, develop and implement an ongoing staff training program for database users
- Responsible for all efforts related to the receiving, processing, acknowledging, and receipting of all gifts from cash, credit cards, payroll deductions, on-line gifts and in-kind gifts
- Verify and balance deposits, reconcile accounting records with database for fiscal and calendar year-end and forward to the Finance Office, as required
- Maintain full accounting audit trail (detailed back up files of all batch deposits)
- Input annual graduate data
- Prepare acknowledgment letters and cards; download and utilize mail merges
- Maintain positive donor relations by ensuring the accuracy, confidentiality and integrity of data
- Create appeal and campaign codes for all constituents including tracking, coding and reporting on all annual fundraising activities
- Remain current with database updates and data management techniques
- Generate profiles from database for cultivation and solicitation of donors
- Review and monitor obituary notices

Administrative Support

(40%)

- Provide administrative support to the Manager, Advancement
- Assist with the planning, attending and recognition of special events as required
- Assist with mailings; open, date and sort incoming and outgoing mail, coding and tracing of all returned mail
- Handle donor inquiries related to donations, receipting updates and pledges
- Manage the internal components of Advancement's solicitation process including direct mail, solicitations, online giving and tracking. Compose drafts of correspondence to donors and other constituencies as directed
- Track outstanding pledges and works with senior Advancement and External Relations staff to ensure appropriate and timely follow up
- Maintain accurate knowledge, schedule, awareness and office support to Advancement team
- Assist, track, and prepare lists for event coordination and execution
- Process mail merges: labels, envelopes, sorting, stuffing, bundling
- Support preparation of all relevant stewardship information required for annual reports, newsletters, or other relevant donor publications
- Provide administrative support to the Advancement team including the taking of minutes and the preparation of meeting materials
- Develop and maintain an effective document management and filing system
- Review and monitor obituary notices

Additional Duties

(10%)

- Maintain a current knowledge of charitable tax laws, PIPEDA and Freedom of Information regulations.
- Build and maintain a professional network with various organizations, such as: Association of Fundraising Professionals (AFP), and/or other related organizations
- Identifies and recommends opportunities for the entire development team to improve identification and engagement of donors and prospective donors

Any other duties as assigned

QUALIFICATIONS:

Education: Relevant University Degree

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Minimum of three (3) years' experience in data analysis, donor research or library services
- Combination of experience and education in information technology, database management and prospect research
- Experience working in a not-for-profit and/or post-secondary sector is highly desirable
- Experience using with Raiser's Edge or other relevant fundraising CRM database; MS Office (Word, Excel, PowerPoint, Access, Publisher), MS Teams
- Individual must demonstrate a high degree of professionalism and the ability to work independently and problem solve
- Individual must be able to maintain confidentiality, work well with others, handle pressure and manage multiple tasks
- Excellent organizational ability; capacity to prioritize and meet deadlines in a fast paced environment
- Self-directed, but able to work as part of an effective team
- Strong interpersonal communication skills; ability to demonstrate diplomacy and respect and sensitivity in dealing with donors and volunteers

- High levels of accuracy, productivity and initiative are required

RELATIONSHIPS/CONTACTS

Supervised by: Manager, Advancement

Internal Contacts: Staff, faculty and students

External Contacts:

- Nipissing University alumni, donors and prospects
- Volunteers
- Vendors
- Professional associations relating to Advancement
- General public

MATERIALS UTILIZED:

- General office equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Sitting/standing/walking
- Visual and mental concentration
- Working extended periods with computer keyboard/screen

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Date

Employee Signature

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Approvals

Supervisor

Date

Director, Human Resources

Date