

**The Presbyterian Church in Canada**  
The Life and Mission Agency  
Stewardship and Planned Giving Department

**Gifts & Database Administrator**

**full-time, permanent**

The Stewardship & Planned Giving department encourages generous giving from individuals and congregations to the ministries of The Presbyterian Church in Canada (PCC) through annual, major and planned gifts. It helps congregations, specialized ministries, presbyteries and synods access sustainable financial resources to participate in God's mission today and in the future.

Reporting to the Associate Secretary Stewardship and Planned Giving, the Gifts & Database Administrator is accountable for advancing the profile of The Presbyterian Church in Canada to donors, prospects and other stakeholders to inspire ongoing generosity through annual, major and planned gifts. The incumbent is responsible for monitoring and facilitating the gift acknowledgement and appreciation processes, being the PCC's Raiser's Edge specialist, supporting staff in the National Office in the optimal use of Raiser's Edge, overseeing database integrity and other responsibilities as assigned.

**Responsibilities**

**Database Management**

- Serve as a Raiser's Edge specialist including database updates, producing reports, creating mailing lists and queries.
- Track and record fundraising actions including recognition actions, meeting notes and follow-ups as necessary.
- Track and update all returned mail, add and delete subscriptions
- Support other departments by providing lists/labels for mailings – electronic and paper
- Support event management by working with staff of the national office to ensure registration and payment are entered into Raiser's Edge and reports are generated to support the event (workshop selection, accommodation and meals, etc.)
- Work collaboratively with the Stewardship and Planned Giving staff to create processes and procedures for use of Raiser's Edge by staff of The Presbyterian Church in Canada.
- Work closely with the Raiser's Edge consultant and/or Raiser's Edge core group to create solutions and functions for organizational use.
- Demonstrate initiative to identify donor and database needs and issues and seek solutions.
- Run data integrity processes to ensure data quality meets standards and oversee national office staff to ensure Raiser's Edge protocols and procedures are being followed.
- Work with staff of the national office to help them utilize Raiser's Edge effectively and efficiently to maintain database integrity.
- Draft "How To" instructions for PCC procedures to guide staff on proper use of Raiser's Edge.

**Donor Relations (Major Donors, Individuals, Organizations)**

- Facilitate and track annuity, gifts of securities, gifts-in-kind, insurance and other planned gifts.
- Provide instructions, guidance and pre- and post- transfer results to donors.

- Coordinate the creation and production of all tribute program recognition materials including acknowledgement cards and packages targeted to donor needs. Ensure tribute data facilitates acknowledgement of donor and acknowledgee as per schedule.
- Coordinate production and mailing of all thank you letters, recognition items and special acknowledgements. Ensure donors receive updates and regular communications as per schedule.
- Assist with execution of donor recognition initiatives and events and donor impact reports.
- Create reports to help Development Manager tailor communications for people who make annual, major and planned gifts, analyzing trends and donor interests using Raiser's Edge and other tools and ensure donors receive appropriate recognition, updates and regular communications.

#### Donor Relations (Congregations and Presbyteries)

- Tailor communications to congregations and presbyteries and monitor and evaluate ongoing giving using Raiser's Edge and other tools.
- Monitor the effectiveness of the Presbyterians Sharing formula, collect and analyze congregational accepted allocations and provide regular feedback to presbyteries through the clerks and stewardship convenors.
- Oversee a system of staying in touch with congregations, thanking them for gifts, and following-up on accepted allocations.
- Work closely with the Financial Services department to preserve and enhance the integrity and quality of the donor information.

#### Website and Online Donations

- Coordinate and monitor the online gift giving processes – through the PCC app, shopping cart etc and work on welcome series, communication for donors etc.
- Monitor and maintain web content and layout using WordPress for online donations
- Update online giving content with news, photos and information from various departments, committees and agencies of the PCC and add new features to increase web traffic and encourage financial support for the work of the PCC.
- Build and maintain online forms through JotForm.
- Assess appropriate donor technology to meet the evolving needs of the donor and organization.
- Help encourage online donations to the PCC through effective and compelling writing and using the online donation tool.
- Respond in a timely and professional manner to web comments and feedback.

#### Administrative Support

- Work within tight timeframes to ensure materials are produced in a high-quality and timely manner.
- Provide support to Financial Services to process gift entry in Raiser's Edge.
- Manage filing systems, both electronic and hard copy, for adequate record keeping purposes.
- Serve as administrative support to the Stewardship and Planned Giving department coordinating meetings and preparing minutes as required.
- Maintain a positive and professional image of The Presbyterian Church in Canada to individuals, congregations, organizations and all other stakeholders.
- Provide administrative support to the Associate Secretary, Stewardship and Planned Giving.
- Provide other support as needed.

## Qualifications

- High level of proficiency in Raiser's Edge to input and extract data, create queries, fundraising reports and exports to analyze giving trends.
- Recognized university or college degree and 3–5 years experience in fundraising or administration.
- An understanding of financial matters.
- Demonstrated ability to contribute to a high performing team.
- Attention to detail
- Ability to interact with all members of the community of The Presbyterian Church in Canada cheerfully, enthusiastically, courteously, patiently and with discretion.
- Ability to work at several projects simultaneously and manage time according to established priorities with a results oriented mindset.
- Demonstrated excellence in written and oral communications.
- Working knowledge of WordPress.
- Experience working with MailChimp and/or similar email communication tools is considered an asset.
- Excellent computer skills using Microsoft Office and ability to use new technologies.
- Knowledge and respect for the beliefs, structure, programs and polity of The Presbyterian Church in Canada.
- Knowledge of CRA rules and regulations governing Canadian charities.
- Clean Criminal Records Check – Vulnerable Sector.
- Able to work in open office environment.

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