



EXTERNAL JOB OPPORTUNITY

Donor Engagement Administrator (Stewardship) – ONSITE POSITION

ABOUT YELLOW BRICK HOUSE:

Yellow Brick House is a leading provider of life-saving services to women, families and children who have experienced violence and abuse. We offer emergency shelter, individual, group and child counselling, legal support services, and transitional housing support.

PROFILE:

Reporting to the Fund Development Manager, this position is responsible for managing all donor information system (Donor Perfect CRM) for Yellow Brick House fundraising and development programs. This includes reporting and analysis of data, managing data import and data entry, data extraction, data quality initiatives, and other related activities. The Donor Engagement Administrator will be the lead contact for data analytics, working with key staff and stakeholders across Yellow Brick House to understand data needs and develop actionable insights.

RESPONSIBILITIES:

The major responsibilities of this position include, but are not limited to:

- Collaborate and Support the Manager, Fund Development and Development Officer with all funding priorities: annual giving, monthly giving, leadership and major gifts, corporate development, legacy giving, events, and stewardship.
- Actively identifies, schedules appropriate staff or volunteers to participate in third party and community events, including setting up peer to peer platforms. Engage with gift in kind and financial donors that make in person donations.
- Manage all aspects of Donor Perfect database including data entry, data integrity, updates and corrections.
- Develop effective and efficient systems to manage data connections and transfers between Donor Perfect and other Yellow Brick House systems.
- Strategizes and manages implementation of data enrichment services, determining the best use of Donor Perfect features to accomplish the goals of Yellow Brick House.
- Manages vendor relationships to support development operations. Gift Entry, Acknowledgments & Reconciliation.
- Develop new acknowledgement letters/tax receipts annually while checking for grammatical/typographical mistakes and knowledge of practical tax receipting protocol.
- Generates pledge reminders, and invoices as needed.
- Generates tax receipts, acknowledgement letters, and thank you notes weekly.
- Manages the month-end process, troubleshooting and auditing data to ensure the smooth transfer of data to the Yellow Brick House Accounting team as well as performing a monthly reconciliation report and review with fiscal team.
- Develops reports and manages the regular data distribution, including daily revenue reports.
- Works with the Communications Department to support sharing of data and information across donor platforms and CRM.
- Produces queries, reports, lists as needed for mailings, events, and campaigns.

- Creates custom “dashboards” for development staff which demonstrate revenue progress in real-time and manages tasks and actions.
- Occasionally work evenings or weekend special events which may require travel.
- Train staff and interns on relevant database systems
- Back up administrative duties as required.
- Other duties as required.

Engagement:

- Communicate fully and openly with supervision; keeping supervisor fully informed of relevant client and staff member information, at all times.
- Active positive participation in regular team meetings
- Maintain a positive approach and a professional manner at all times.
- Keeps up-to date on issues relating to gender-based violence and evidence-based practices for intervention as it pertains to woman and children.
- Maintain community awareness of Yellow Brick House programs throughout York Region
- Acts as a Brand Ambassador for the Yellow Brick House
- Participates in internal/external committees as required.
- Public speaking to corporate groups as required.
- Attends training sessions as required.
- Works in a team environment; provides support and information to team members and assists other staff when required.
- Fosters and maintains an anti-oppression working environment.

HEALTH AND SAFETY RESPONSIBILITIES:

- Follow the duties and responsibilities specified under the Occupational Health & Safety Act Sections 28.
- Ensure all safety and non-safety rules and regulations are followed.
- Ensure adherence to established safety, quality, and housekeeping standards.
- Attends Environmental Health and Safety training.
- Adhere to Yellow Brick House health and safety, environmental, and quality standards, policies, and procedures.
- Report any known hazard, defect, incident or compliance issue to the employer or supervisor.
- Understand BILL 132, BILL 168 and uphold the policies that prohibit domestic violence, workplace violence, sexual harassment and harassment in the Workplace

PERFORMANCE MEASURES:

- Accuracy and integrity of data in Donor Perfect
- Accuracy and timeliness of report generation.
- Accuracy and timeliness of tax receipts and acknowledgement letters.
- Completion of Departmental Goals as established.
- 1 years' experience in Donor Perfect or CRM experience preferred
- 1-3 years' experience in a fundraising environment; experience in non-profit environment with experience in donor relations and stewardship is preferred.
- Proficiency in Microsoft Office
- A current police vulnerable sector screening (VSS) is required.
- Must have reliable transportation.

QUALIFICATIONS & SKILLS:

- Post Secondary Education of an undergraduate diploma from an accredited educational institution. (Business, Fundraising, Event Management, considered an asset)

CORE COMPETENCIES:

- Database Management
- Attention to detail.
- Communication (written and oral)
- Time Management
- Interpersonal
- Planning and Organizing
- Multitasking
- Flexible
- Collaborative Team player
- Customer Service

WORKING CONDITIONS:

- Works in a comfortable environment either inside or outside in typically pleasant conditions. Typical conditions are such that some risk of any injury or harmful effect is possible.
- Some travel required based on events.
- There is regularly a need to meet after or before normal business hours.
- Must be able to sit/stand for extended periods of time.

Yellow Brick House would like to thank all applicants for their interests; however, only those selected for an interview will be contacted.

Yellow Brick House is an equal opportunity employer, and we will accommodate your needs under the Ontario Human Rights Code. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview, or selection processes, please contact the Human Resources Department for assistance.

Please submit your resume to jobs@yellowbrickhouse.org