

Job ID: COPE-23-17
Job Title: Gift and Database Administrator
Department: External Relations
Campus: Thunder Bay, ON
Status: Full-time, permanent
Job Category: COPE Level 7

Date Posted: November 2, 2023
Closing Date: November 16, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

The Gift and Database Administrator is a fantastic opportunity to be part of a \$70 million campaign that supports the leaders of tomorrow. As an ambassador for Lakehead University, the Administrator is a member of the External Relations team. As an exceptional communicator with high attention to detail, the Gift and Database Administrator will be responsible for strengthening both the quality and quantity of the data captured, stored, and secured in our database while providing a diverse range of data entry, gift processing, and administrative support services.

The Gift and Database Administrator records all gifts to the University ensuring compliance with CRA tax laws and regulations, accounting best practices, and CASE standards. This position produces tax receipts, and reports, and maintains a variety of database records. This individual will contribute directly to the development of the relationship with donors by ensuring prompt and accurate processing of the gift and acknowledgment letter, flagging opportunities or concerns to the account manager, and at times dealing directly with the donor to complete payment of their gift.

The Gift and Database Administrator is the first point of contact for both internal and external community members visiting the Alumni House. They are responsible for answering all inquiries and correspondence with a donor-centric approach.

Job Duties

- Perform biographical updates to our donor and alumni database as generated by mailings, the phone center, staff and university partners and other information sources.
- Updates may include name changes, contact information, employment information, relationships, and personal updates.
- Responsible for biographical data including the timely updating verification, and correcting of the database record information according to policies and procedures
- Create accurate new constituent records when required
- Assist with the review, research, and correction of data exceptions as generated through data auditing processes
- Process and verify pledges, cash gifts, payroll deductions, recurring donations, and gifts in kind given to Lakehead University in accordance with internal policies, CASE standards and CRA guidelines, ensuring fulfillment of the donor's intent
- Manages deposit, credit card, and online donation processes
- Serves as a resident expert on CRA guidelines and CASE standards, ensures CRA, and institutional guidelines pertaining to acceptance, processing, and receipting of gifts are followed
- Resolve common questions and issues related to gifts, pledges, and funds
- Generate tax receipts, pledge reminders, and other schedules stewardship mailings
- Perform daily, monthly, and annual reconciliation processes

Qualifications

- Post-secondary education in information systems, data-oriented specialization in business or a combination of education and three years of experience in a related field is required;
- Experience working in a Blackbaud Raisers' Edge environment is considered an asset
- Knowledge of general bookkeeping principles;
- Demonstrated ability to interpret and apply CASE rules, procedures, and CRA guidelines related to fundraising and gift acceptance;
- Exceptional analytical and conceptual skills;
- Ability to prepare/generate accurate reports and manage fiscal data for reporting purposes;
- Excellent written and verbal communication skills;
- Excellent time management skills and exceptional attention to detail;
- Ability to support fundraising activities and generate required information for fundraising staff;
- Ability to work as part of a team as well as independently with minimal direction and supervision in a fast-paced, dynamic environment;
- Ability to implement, develop, and improve upon work processes, routines and systems;
- Advanced computer skills with the ability to download and export information between systems;
- Ability to maintain confidentiality of donor and departmental records.

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.



Employment Opportunity

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email humanres@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements