Job Posting
Donation Processing Co-ordinator (interim)

Helping to give all kids the best chance to live a long and healthy life — that's what we do at the Stollery Children's Hospital Foundation. Is that what you want to do, too?

When we celebrate a team member taking time off to look after their own child, who is new to their family, it creates an exciting opportunity for someone to join our team for an interim period in an effort to move our goals forward. We anticipate the term for this position to be approximately 12 months.

The position

We are looking for a **Donation Processing Co-ordinator** who will be responsible for processing donations, maintaining accurate database data entry, payment processing, and responding to requests and inquiries regarding receipting and database information.

Everything we do is for Stollery kids and their families. As a member of our team, you'll work in a trust-based, collaborative culture, with solution-focused team members who encourage ideas, take initiative, embrace change and celebrate successes.

The Stollery Children's Hospital Foundation (the Foundation) is strongly committed to an inclusive, respectful, and equitable workplace that represents the communities we serve. We value applicants with a diverse range of skills, experiences, and competencies, and especially welcome applications from racialized persons/persons of colour, Indigenous Peoples, persons living with disabilities, 2SLGBTQIA+ persons, and others who may contribute to the further diversification of ideas.

Key responsibilities

Reporting to the Senior Database Information Officer, you will:

Donations Processing:

- Process daily donations from multiple sources
- Create and maintain donor profiles while maintaining consistent formatting and integrity of data
- Investigate and cross-reference internal databases and external sources to ensure accuracy and completion of donor profiles and related data
- Ensure accurate and timely processing of one-time and monthly donations in accordance with receipting policies
- Download Online Express transactions into Raiser's Edge and link online donors to constituent records in the batch
- Ensure the batch total matches the bank deposit; reconcile as necessary
- Generate tax receipts and thank you, memorial and acknowledgement letters
- Send out replacement/duplicate receipts as requested
- Appropriately follow up on returned tax receipts
- Ensure accurate monthly data entry is complete by the 5th day after the end of the month to facilitate timely revenue statement generation

- Prepare and send out high-volume year-end tax receipts by scheduled deadlines; requires dedicated scheduling
- Ensuring that all donations are documented, tracked, and acknowledged

Payment Processing:

- Process Raiser's Edge monthly donations, ensuring timely and accurate entry as follows:
  - Direct debit on the 1st, 12th day of each month (or next business day if on weekend)
  - Credit card payments on the 1st, 17th of each month, in Raiser's EdgeNXT
- Update donation changes as needed as per donor requests
- Input new monthly donor payments through accurate entry of donor information, including banking and credit card information

Other:

- Respond to tax receipting queries from employees and donors
- Search for and merge duplicate records
- Continually seek out process improvements
- Provide backup to Senior Donations Processing Co-ordinator as required
- Represent the Foundation's values and be an example for others
- Actively promote, participate in and be an ambassador of the Foundation's fundraising activities, campaigns, and events to build relationships and further the work of the Foundation
- Perform other related duties as required

As our ideal candidate, you're someone who is:

- Educated, ideally with a post-secondary accreditation in Office Administration (or similar field), or a combination of equivalent skills and experience
- Experienced, with a minimum of two years in office administration with a focus on data entry
- Technically skilled, with advanced proficiency in Microsoft Office and Raiser's Edge
- Highly proficient, with excellent data entry skills, a high level of accuracy and attention to detail, and advanced alpha-numeric keyboarding and proofreading skills
- Experienced in database management, preferably in a high-volume environment
- Highly organized, using sound judgment to navigate complex challenges and balance competing priorities
- Positive and solution-focused, taking initiative and thriving both independently and as part of a dynamic team
- Flexible and adaptable, staying calm and effective in a fast-paced, ever-changing environment
- Innovative and creative, with a focus on identifying efficiencies
- Disciplined and reliable, able to manage multiple priorities while consistently meeting deadlines
- Approachable, open, self-motivated, accountable, flexible, tactful and professional
- Passionate about children's health and building grassroots movements

- Able to work flexible hours, evenings and weekends, and travel as required

Additional information

- Our successful applicant will be required to undergo a background and credit check

The salary range for this position is $51,500 to $57,500 annually.

If this position describes you and you're motivated to make a difference in the lives of children, we invite you to submit your cover letter and resumé. This position will remain open until April 22, 2026 or until we find a qualified candidate who's a great addition to our vibrant culture.

To apply, please email: jobs@stollerykids.com
**** Enter "Donation Processing Co-ordinator" in the subject line.**