

About ALS Canada

A charitable organization that lives its values of accountability, collaboration, compassion, integrity, resiliency and respect, ALS Canada works with the ALS community to improve the lives of people affected by amyotrophic lateral sclerosis through support, advocacy and investment in research for a future without ALS. Fully funded by donors, we were fortunate to benefit from the generosity of Canadians during the Ice Bucket Challenge of 2014, and are now focused on implementing our 2018 to 2023 strategic plan in support of the following long-term impacts: people affected by ALS receive the best possible standard of care; more treatments are available to improve quality of life and extend lifespan; and people are empowered to make informed decisions about ALS.

With annual revenues of more than \$7 million, ALS Canada funds peer-reviewed research grants through the ALS Canada Research Program. Within Ontario, we have a role similar to that of the provincial ALS Societies providing services and support to help people living with ALS to navigate the complexities of the disease. Through federal and provincial (Ontario) advocacy, we give voice to the collective experience of people living with ALS to help drive program and system changes for the ALS community. As a member of the International Alliance of ALS/MND organizations, an international community for individual ALS/MND organizations from around the world, we actively contribute to the collaborative global effort to fight ALS/MND.

Our world is challenging. The people we serve are dealing with a devastating illness. But in the midst of it, their resiliency and spirit is remarkable and moving. You will be touched by the community and will find a way to naturally and effectively engage.

The Opportunity

ALS Canada is looking for an energetic professional to join our team. The individual understands the critical contribution they will make to our vision to make a difference in the lives of people living with ALS today and to a future without ALS. This is an exciting opportunity to join a dedicated team of staff and volunteers to help ALS Canada achieve its mission.

Job Summary

Reporting to the VP, Fund Development and working in collaboration with staff and volunteers across the organization, the Manager, Database and Donor Services is responsible for customer relationship management (CRM) administration, data integrity and business analysis, daily revenue reporting, gift processing and data integration across the organization. With two direct reports, this person is customer-service oriented, analytical, positive, energetic, and a self-motivated individual who can work well with staff, volunteers and partners.

Accountabilities

Database Management

- Oversee Blackbaud Raiser's Edge database by maintaining user accounts, data integrity and integration with other information systems across the organization
- Leads all donor database administration and supervisory functions, including database maintenance, duplicate record merging, clean-up tasks, and quality control audits
- Establish and maintain database processes, procedures and standards ensuring compliance across the organization to include: maintain code tables, structure and business rules, create constituent appeals and event records.
- Oversee donor services to include: gift processing, manual data entry or through import from external sources, maintaining high quality of data, ensuring accurate and timely recordkeeping, tax receipt and acknowledgment letters, pledge reminders, and updated payment information
- Produce gift reports, revenue reports, action reports, prospect reports and mailing lists.

- Works with Fund Development and Marketing to support various programs and campaigns (i.e. Direct Mail) by creating queries and exports as requested
- Works closely with the finance team to ensure integrity of information entered with the financial records is accurate and balances to Raiser's Edge platform
- Archival and retrieval of historical data

Business Analysis

- Develop analytics to access campaign performance (including digital), and provide insights to Fund Development and Marketing teams
- Provide weekly forecasting metrics; assess performance
- Identify risks and provide insight through analysis across multiple data sources

Finance

- Authorizes all bank deposits
- Works with the finance team to ensure Intacct and Raiser's Edge reconcile each month
- Maintains the daily revenue report used for entry to the financial reporting system and ensures that all general ledger revenue accounts are correct
- Primary contact person for processing ACH payments
- Produces and maintains gift, revenue, and tax receipt reports for audit purposes
- Calculates operating KPI's for established fundraising metrics
- Maintains back up records for all donations and ensures compliance with Canada Revenue Agency (CRA) rules and regulations

Human Resources and Administration

- Supervises two direct reports – Data Management Coordinator, and Donor Services Coordinator
- Provides training on Raiser's Edge to users across the organization and sets standards for data integrity
- Builds and strengthens relationships with external and internal partners

Other

- Acts as an Ambassador and attend events as required
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies

Competencies and Skills:

- Excellent relationship, organizational, logistical and time management skills
- Proven skills in engaging and managing a staff team and volunteers
- Understands and supports cross-functional teamwork and collaboration in an effort to reach common organizational and/or departmental goals".
- Demonstrated excellence in customer service skills
- Proven ability to build relationships and meet deadlines, problem solving skills
- Demonstrated attention to detail and strong analytical skills
- Experience working with people from a variety of backgrounds
- Ability to speak, listen and write in a clear, thorough and timely manner; excellent English language proficiency
- Organizational skills including setting priorities, developing work schedules, monitoring progress towards goals, and tracking data
- Interest in working with and helping people and families affected by ALS
- Enthusiastic, patient, outgoing, compassionate, professional and responsible
- Willingness to contribute on any level within the organization

Qualifications:

- Certificate or Bachelor's degree in Data Management, Business, Fundraising, Accounting or related field
- 4-6 years previous experience in Data Management and Donor Services
- A minimum 2 years of people management experience in a multi-level, fundraising environment
- Proficiency with Raiser's Edge and other Blackbaud products.
- A high degree of computer literacy, as well as an ability to quickly learn and adapt to new software.
- Ability to plan and carry out database changes and upgrades and assess overall performance.
- Strong knowledge of Finance and accounting as well as related accounting / financial reporting systems
- Availability to work some evenings and weekends and occasional travel as required.
- A valid driver's license

Preferred:

- French proficiency with bilingual ability, both verbal and written;
- Experience in a non-profit healthcare organization

Please send a letter of introduction and your resume to: jobs@ALS.ca by August 30, 2019. In the subject line, please write – Manager, Data Management and Donor Services. We thank all applicants for their interest; however, only those selected as a potential candidate will be contacted.