

Position Title: Database Administrator

Reports to: Vice-President, Philanthropy

Salary range: \$56,000 to \$71,000

The Ottawa Cancer Foundation

Are you passionate about data? Are you someone who can create queries with confidence? The Ottawa Cancer Foundation is seeking a full-time Database Administrator (the Administrator) who is responsible for the effective functioning and activities associated with Raiser's Edge/NXT database and Blackbaud products with a strong emphasis on data integrity.

The Ottawa Cancer Foundation plays a vital role in supporting families in our community who are facing a cancer diagnosis. Through our Community Cancer Hub, we ensure patients and families receive free, holistic care, including cancer system navigation, mental health support, and lifestyle programs and services.

Purpose of the Position:

The Administrator will play a vital role in supporting the philanthropy, gift processing, and finance teams in the management of data.

Responsibilities:

- Act as the organizational expert in data and reporting using the Raiser's Edge/NXT database
- Ensure data integrity, including regular clean up and redundancy checks
- Act as the primary point of contact to input and retrieve donor information
- Provide in-house leadership and first-level problem solving in the use of Raiser's Edge
- Act as liaison with the outsourced gift processing company to fine-tune processes impacting the donor experience; provide gift processing with advanced training and troubleshooting of Raiser's Edge when needed
- Assess system performance and make recommendations for hardware, software, and data storage improvements and oversee integration
- Develop and update queries, reports and exports
- Design and deliver a variety of reports including infographics that will support data-driven decision-making
- Work in collaboration with the philanthropy team to facilitate prospect identification, cultivation, solicitation and stewardship
- Identify donation trends
- Monitor revenues in RE and interpret reports to make recommendations to support goals
- Write queries to assist with data segmentation for various fundraising appeals and reports

- Participate in team meetings
- Address escalated donor calls and emails outside the scope of external gift processing services
- Act as the point person for any walk-in inquiries regarding donations, tax receipts and donor inquiries
- Support the Foundation's online donation platforms, confirming accurate entry of donations and importing them into the Raiser's Edge database on a regular basis
- Develop and monitor best business practices for handling donations, data and donor information
- Manage the transfer of data between Raiser's Edge and supporting software
- Support the finance team in developing weekly / monthly / quarterly / annual reports and the export of financial data to the accounting system
- Maintain complete confidentiality of all donor and client information and Foundation material
- The incumbent might occasionally be called upon to attend and assist in the coordination of special events or donor gatherings
- Other data related duties as business needs dictate

Education/Experience/qualifications:

- You possess post-secondary education combined with 5 years of relevant fundraising database experience, preferably with annual giving campaigns, preference will be given to candidates with experience in a similar type of charity environment.
- Advanced knowledge and experience with Raiser's Edge and NXT, including queries, exports, imports, reports and management of assigned solicitors, proposals and relationships.
- Knowledge of Annual Fund, donor stewardship, mid-level and major gifts is an asset.
- Proficient in Microsoft Office, in particular Word Mail Merge, Excel tables, sorts and filters, and Outlook along with the ability to learn new software and procedures quickly.
- Exceptional attention to detail with high level of accuracy combined with effective verbal and written communications skills.
- Strong project management skills including prioritizing, organization and time management skills.
- Adaptable to changing priorities and ability to work in a fast-paced environment.
- Self-directed and a team player with effective interpersonal skills

Language: English (Bilingual an asset)

Working Conditions:

The position is located in pleasant working conditions where there is minimal physical discomfort or risk of accident or ill health; has normal office activity of sitting, standing, walking and carrying; may sit for long periods of time with the ability to get up and move around as necessary.

Conditions of Employment:

- Permanent, full-time, occasional weekends or evenings may be required for events

Special requirements:

- The successful candidate will be asked to provide a current criminal records check

Apply now:

Interested candidates are invited to email their cover letter and resume to databaseadministrator@ottawacancer.ca.

Please indicate the name of the position in the subject line of your email. We thank all applicants for their interest however only those under consideration will be contacted. Our recruitment process begins as soon as applications are received. This position will remain open until the successful candidate has been selected.

The Ottawa Cancer Foundation is committed to creating a diverse and equality-based environment. We are committed to ensuring a barrier-free, accessible and inclusive work environment. We welcome and encourage applications from all people. Upon individual request, we will endeavour to remove any barrier to the hiring process to accommodate candidates with disabilities. Please inform us should accommodation be required at any point during the recruitment and selection process.