

The Ottawa Cancer Foundation plays a vital role in supporting families in our community who have been affected by cancer. Through our Community Cancer Hub, we ensure clients and families receive free, holistic care, including cancer system navigation, mental health support, physical wellness and lifestyle support programs and services.

---

**Position Title:** Administrator, Donor Services  
**Reports to:** Director, Philanthropy (TBD)  
**Location:** The Ottawa Cancer Foundation, 1500 Alta Vista Drive, Ottawa ON  
**Employment Type:** Full-time (hybrid)

---

## Position Summary

The Administrator, Donor Services (Administrator) plays a critical role in supporting the organization's fundraising and donor stewardship efforts. This position is responsible for managing the day-to-day operations of gift processing, donor relations, endowment reporting, and being the first point of contact for inbound donor calls and emails. The Administrator will ensure the timely and accurate processing of donations, maintain effective communication with donors, and support the ongoing efforts to strengthen relationships with the Foundation's philanthropic community. This individual will also serve as the primary resource for donors calling with inquiries or needing assistance, ensuring that every interaction reflects the organization's commitment to exceptional service and donor care.

The Administrator will also work with the Events and Community Engagement team and works to lend essential support as required.

---

## Responsibilities

### 1. Gift Processing and Management

- Accurately record, process, and acknowledge all donations, pledges, and gifts in the donor database from all revenue sources in a timely and efficient manner.
- Ensure timely and accurate gift reporting, including creating and updating donor records for individual, organizational and corporate donors.
- Prepare and send donation receipts and thank-you letters in compliance with CRA regulations.

- Reconcile gift data with accounting and finance teams to ensure records are correct and up to date.
- Track and process endowment fund gifts, ensuring proper allocations to specific funds as per donor intent.
- Reconcile revenue streams in Philanthropy with those recorded in Finance

## **2. Donor Relations and Stewardship**

- Support ongoing stewardship efforts by preparing regular donor updates, recognition materials, and personalized communication.
- Collaborate with the Philanthropy and Events and Community Engagement teams to execute donor engagement activities, including acknowledgment campaigns and impact reporting.
- Monitor donor preferences and ensure alignment with stewardship plans.

## **3. Endowment Reporting and Fund Management**

- Monitor and track endowment fund activity, ensuring that gifts are properly allocated and invested according to donor instructions.
- Assist in preparing quarterly or annual endowment fund reports for donors, board members, and other stakeholders.
- Work with the finance team to generate accurate financial reports related to endowment performance and distributions.
- Ensure proper communication with donors regarding the status and performance of their endowment gifts, including any relevant tax implications or opportunities for growth.

## **4. Front-Line Donor Relations**

- Serve as the primary point of contact for all inbound donor calls and inquiries, ensuring that donors receive timely, courteous, and knowledgeable responses.
- Assist donors with gift-related questions, processing requests, event information, and other inquiries.
- Maintain a detailed record of all donor interactions, providing feedback and ensuring follow-up actions are taken where necessary.
- Support the organization's outreach efforts by answering general questions about the organization's mission, fundraising priorities, and programs.

## **5. Administrative and Miscellaneous Support**

- Perform general office administrative tasks, such as managing incoming mail and donations, filing, and maintaining donor records.

- Assist in the coordination of special events, including volunteer management and logistics for donor-related events.
- Maintain up-to-date knowledge of best practices in gift processing, donor stewardship, and endowment reporting.

## Required Qualifications

- **Education:** Bachelor's degree in nonprofit management, business administration, accounting, or related field (preferred).
- **Language:** Proficient in English verbal and written. French and/or another language considered an asset.
- **Experience:**
  - At least 5 years of experience in a nonprofit or fundraising environment, with a focus on gift processing, donor relations, or stewardship.
  - Proficiency with Blackbaud's Raiser's Edge, Raiser's Edge NXT and ideally TeamRaiser and Financial Edge
  - Knowledge of Canada Revenue Agency regulations and best practices for gift processing and donor acknowledgment.
  - Strong attention to detail and accuracy, particularly with data entry and financial records.
  - Excellent verbal and written communication skills, with an ability to interact professionally with donors, colleagues, and senior leadership.
  - Strong organizational and time-management abilities, capable of handling multiple tasks and deadlines simultaneously.
  - High degree of professionalism, discretion, and sensitivity in handling confidential donor information.
  - Proficient in Microsoft Office Suite (Excel, Word, Outlook).
  - Highly organized with exceptional attention to detail
  - Strong interpersonal skills with a commitment to building positive relationships with donors and colleagues.
  - Passion for philanthropy and alignment with the mission of the organization.
  - Ability to work both independently and as part of a collaborative team.
  - Customer-service oriented, with a proactive approach to problem-solving and donor care.
  - Ability to effectively manage priorities in a dynamic environment

## **Working Conditions**

**Hours:** Regular office hours with occasional evening or weekend hours required for donor events or outreach activities

**Location:** [On-site/Hybrid] On-site 4 days a week with rotation of hybrid day.

**Travel:** Minimal travel required.

## **Physical Requirements**

- Ability to sit or stand at a desk and use a computer for extended periods.
- Long exposure to screen use
- Occasional lifting of boxes (up to 25 lbs) or other materials for event or database management purposes.
- Ability to participate in lengthy meetings.