



Database Administrator

Full-Time (35 hours per week)

The Calgary Women's Emergency Shelter (CWES) has been providing holistic services to families experiencing family violence and abuse since 1974.

Our mission: We are here to support individuals, families and communities to live free from family violence and abuse.

The Position

The Database Administrator (DA) reports to the Director of Resource Development and Communications (RDC) and works as member of the team. The DA is responsible for the management of the agency's database program, Raiser's Edge (RE).

The Database Administrator performs duties in support of RDC activities with emphasis on acquiring information and analyzing data to identify and track donors, maintain and refine the quality, quantity and integrity of the prospect pool. In addition, this position creates and updates donor profiles to aid staff in building donor relations, and uses database techniques to segment and manipulate data and identify patterns of giving.

Accountabilities

Maintain database, ensuring accuracy and standardization of data, and ensure security of data

- Assure integrity of RE database.
- Maintain security settings on RE.
- Develop and document standards and procedures to maintain database.
- Keep current on changes and patches sent from Blackbaud.
- Research and make recommendations on best practices in database management.
- Ensure compliance with Canada Post regulations.
- Ensure all donor records, blank receipts, etc. are documented and stored in a secure location.
- Configure funds and corresponding GL accounts at the beginning of each fiscal year.

Performs all gift processing in a timely and accurate manner

- Enter all gifts and generate receipts.
- Process monthly donors.
- Process gifts received through direct deposit.
- Manage credit card processing.
- Prepare deposit tickets for banking purposes for Accounting.
- Prepare reconciliation reports for all incoming donations regardless of source.

Performs all data functions for Direct Mail campaigns

- Initiate data counts and pulls.
- Import appeal data prior to mail campaign drop.
- Configure new letter/tax receipt for specific mail-in RE.
- Set up Campaign, Fund, and Appeal in RE for entry and reporting purposes.
- Configure appeal packages and load into tables in RE.
- Create template batches.
- Balance and commit batches into RE.

Export information/create reports from RE as required

- Create report through constituent, gift, and fund queries.
- Develop and maintain pledge system and prepare routine and special billing for all pledges.
- Create queries for export purposes.

Other duties

- Maintain hard copy of records of batches, paper files and other records related to RDC.
- Work closely with the Finance Department to ensure accurate records are kept.
- Assist with preparation of events as required. Record, track and report on outcome of events.
- Provide RE database training and support to staff.
- Assist with the supervision of administrative volunteers.
- Respond to donor enquiries.
- Other duties as assigned by Director, RDC.

Skills and Qualifications

- Demonstrated ability to work effectively with the public, donors and sponsors.
- Able to deal with sensitive issues and situations.
- Has proven interpersonal and organizational skills.
- Excellent communication (oral and written) skills.
- A professional who works well with minimal supervision; self-motivated with strong self-management ability
- Experience with a fundraising database in the charitable, Raiser's Edge preferred.
- Thorough knowledge of Canada Revenue Agency regulations.
- Computer literate, with proficiency in MS Word, Excel and PowerPoint are essential.
- Proven ability to work well in a team environment and establish strong collaborative working relationships.

Other Information

- This position is conditional on the following: successfully passing a criminal records (Vulnerable Sector) search and an intervention record check.
- In accordance with Canadian immigration requirements, priority will be given to Canadian citizens and permanent residents of Canada.

TO APPLY: Please submit your resume and cover letter to HR@cwes.ca.

CLOSE DATE: This position will remain open until filled.

The Calgary Women's Emergency Shelter is committed to diversity and inclusion within its workforce, and encourages qualified candidates from all genders, religious, ethnic and social backgrounds to apply.

We thank all candidates for their interest, only those selected for an interview will be contacted.

We regret that we are unable to accept telephone inquiries.