

Queensway Carleton Hospital Foundation Job Description

Position: Manager, Donor Relations and Data Entry

Reporting To: Director, Annual Giving and Donor Relations

Start Date: September 2025

Compensation - \$80,000 - \$95,000 with group benefits plan

Status: Full-time, 37.5 hrs / week

About Queensway Carleton Hospital and the QCH Foundation:

Queensway Carleton Hospital is committed to providing a healthy, safe, and inclusive work environment for everyone. Together, with the incredible support from our community, we are enabling excellence in patient care and innovation in healthcare at Queensway Carleton Hospital.

Queensway Carleton Hospital Foundation is seeking an experienced and effective Donor Relations and Data Entry Manager who will be responsible for maintaining and managing the organization's database, ensuring data accuracy, and supporting fundraising and outreach efforts. The key functions of the role are in ensuring data accessibility, implementing security measures, and troubleshooting issues. The successful candidate will handle data entry, reporting, donor management, and training staff on database usage. Reporting to the Annual Giving and Donor Relations Director, the Donor Relations and Data Entry Manager provides a high level of service and coordination to donors and Foundation staff in matters related to donor engagement and database management.

Roles and Responsibilities

Database Management

- Acts as the Foundation database expert (specifically with RE NXT).
- Exports donor and gift data from third-party fundraising applications/software (e.g., CanadaHelps, Tribute Online, Benevity, Trellis, and Luminate Online) and imports into Raiser's Edge.
- Ensures donor and gift data integrity—including but not limited to data entry, gift processing, and data cleansing—in all databases.
- Creates appropriate coding and appeal formats in Raiser's Edge that maximize data analysis.
- Researches, applies, and ensures compliance with all regulatory guidelines and internal policies related to privacy, PCI compliance, data protection, and data retention.
- Assists with and coordinates any necessary software upgrades to databases (e.g., Raiser's Edge and Luminate Online) as required.
- Maintains knowledge of developments related to Raiser's Edge through Blackbaud and other third parties and makes recommendations to enhance the IT-CRM strategy.
- Maximizes return on investment for all databases, particularly Raiser's Edge.
- Establishes, documents, and updates data management standard operating procedures.
- Oversee the processing and reconciliation of monthly donors, including new monthly donors, terminated monthly donors and declines.
- Develops and implements efficient data entry processes and procedures.
- Maintains and updates data within various systems and databases, ensuring data integrity and security.

- Develops and enforces data entry policies and procedures, ensuring compliance with Foundation standards.
- Ensures the confidentiality and security of sensitive data, implementing backup procedures, and developing recovery plans.
- Identifies and resolves data entry issues and discrepancies.
- Ensures that data entry equipment is functioning properly and arranging for repairs when needed.
- Communicates effectively with other departments to ensure data is being used effectively.
- Works with other departments to understand data needs and support data-related projects.
- Creates Raiser's Edge training programs for all team members.
- Manages and provides strategic oversight to data entry staff, including recruitment, training, performance evaluation, and ensuring adherence to policies and high standards of accuracy.
- Ensures monthly backup of database with IT.

Report Writing and Analysis

- Works with the senior leadership team to define and configure management reports using Raiser's Edge.
- Configures, creates, and analyzes reports, queries, and dashboards as required for decision support.
- Coordinates with the Direct Response program to execute data pulls and segmentation for appeals.
- Works with program managers to create ad hoc reports, mailings, and invitation lists.
- Builds relationships with colleagues to support data interpretation and analysis.
- Assists with data analytics and optimizes peer-to-peer fundraising tools.
- Generates and interprets reports to support decision-making, evaluates trends over time, and presents actionable insights to Foundation leadership.

Donor Services

- Oversees the acknowledging and receipting of all gifts in accordance with QCH Foundation policies and CRA guidelines.
- Works towards the goal of ensuring receipting is completed within two business days.
- Oversees the processing of all gifts and enters data into Raiser's Edge.
- Responds to general donor inquiries in person, by phone, or via email.
- Manages donor information and preferences in databases (e.g., Raiser's Edge and Luminate Online).
- Coordinates pledge reminders and conducts follow-up with relationship managers on outstanding pledge commitments to ensure timely fulfillment.
- Tracks pledge schedules and maintains accurate records of payment timelines, commitments, and donor communications.
- Identifies opportunities for donor service process improvements and works to implement changes.
- Provides support to relationship managers for online event activities.
- Monitors donor issues by identifying and reporting on trends.
- Establishes, documents, and updates gift processing procedures.
- Provides back-up for all data entry functions in the absence of the Donor Engagement Associate.
- Monitors the qchfound@qch.on.ca email address and replies or forwards the emails as needed in a timely manner.
- Manages the recruitment, training, scheduling, and performance of data entry volunteers, including the authority to discipline or dismiss volunteers as needed.
- Leads annual revisions of thank you letters and develops custom thank you letters as needed.

- Tracks and reports on key performance indicators (KPIs) related to retention rates, second gift conversion rates, and other assigned KPIs.

Financial Management

- Acts as a resource for the development of new online fundraising tools.
- Builds and maintains campaign, fund, and appeal structures to support fundraising and financial reporting.
- Works with finance for monthly reconciliation of fundraising.
- Works with the Development team to maintain internal controls related to opening, logging, and entering contributions.
- Provides data entry as required.
- Prepares and tracks invoices.
- Oversees the processing of all gifts.
- Manages financial exceptions such as declined credit cards and returned cheques.
- Prepares and deposits cash and cheques as per operating procedures.
- Assists with the annual financial audit.
- Researches, applies, and ensures compliance with CRA regulatory guidelines.
- Establishes, documents, and updates financial management procedures.
- Provides leadership in improving efficiency and accuracy in financial data processes and contributes to strategic financial planning related to donor data.

Leadership and Strategic Responsibilities

- Contributes to strategic planning and organizational decision-making related to database and donor services.
- Leads cross-functional data-related projects, ensuring alignment with organizational goals and priorities.
- Champions a culture of data-informed fundraising across the Foundation.

Other duties as assigned in order to meet the overall goals and objectives of the Queensway Carleton Hospital Foundation.

Position Requirements

Education: Undergraduate degree or diploma—preferably in fundraising/development, business, or a related field.

Knowledge and Experience:

- A minimum of four (4) years of experience in a fundraising or donor relations role.
- Demonstrated excellent written and oral communication skills.
- Expert knowledge of Raiser’s Edge is required.
- Experience in volunteer management and staff supervision is considered an asset.
- Committed to ethical fundraising practices and guidelines.
- High level of attention to detail and accuracy
- Dependable, flexible, and resourceful with excellent team and interpersonal skills

Personal Attributes:

- Work as a team player promoting a positive and professional work environment and conduct role with integrity and respect.
- Act as an ambassador throughout the community, positively representing the Foundation.
- Abides by the policies and procedures of the Foundation and the Hospital.
- Operates within culture and core values of the organization.
- Pursues professional development and continuing education opportunities.

Work Environment

Based out of a typical office environment with the opportunity to work from home a maximum of two days each week, with approval from manager. The preference is to have this position working onsite at QCH/QV. From time to time, the candidate may be required to attend evening events for donors. This position is located in Ottawa, ON.

QCH Foundation is an equal opportunity employer committed to providing purposeful work in a donor-centred environment. All qualified applicants will receive consideration for employment in a framework of respect, inclusivity and diversity.

How to Apply:

Please forward your resume and cover letter in confidence to gchfound@gch.on.ca. Qualified applicants are encouraged to apply as soon as possible and be available for interviews, which will be scheduled as applications are received. The posting will remain open until a successful candidate has been confirmed. While QCH Foundation thanks all applicants for their interest, only those applicants selected for an interview will be contacted.