Records Coordinator

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Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Records Coordinator

Advancement Services, Alumni Affairs and Development

Hiring #: 2019-0648

Please read the Application Instructions before applying

AA&D is a central service accountable for raising money for approved Integrated Plan strategic priorities through identifying and aligning the interests of prospective donors. The department assists the University in realizing its full potential in teaching, research and innovation.

Reporting to the Manager, Gift Processing and Records, the Records Coordinator is responsible for coordinating the workflow of the Advancement Services Records team comprised of the Records Coordinator, the Data Integrity Administrator and 3 to 5 part-time students. The Records Coordinator is responsible for maintaining data integrity of the constituent records in the Cannon CRM, Luminate and Perceptive Content databases. This includes the Tracing program to find lost alumni and donors. The Records Coordinator hires, trains and evaluates students for the Tracing program. The Records Coordinator is the expert resource for data-related projects involving alumni and donor records such as user acceptance testing for the databases on conversion and upgrade. The position requires an understanding of relational databases. A high level of customer service is required as contact with donors and alumni is often sensitive. This requires highly effective written and oral communication skills and relationship building skills.

Given the nature of AA&D activities, accurate records and databases are critical to the University’s alumni relations and fundraising efforts. Specifically, the Records Coordinator oversees the coordination of Records and Tracing workflow, special Records related projects, maintaining data integrity of constituent records in the Cannon CRM, Luminate and Perceptive Content databases and support for AA&D integrated activities.

Requirements of the position include: One (1) year community college in a related field (three year community college preferred) and one (1) year experience. The Records Coordinator must have an aptitude for accurate and fast data entry, attention to detail, good computer skills, strong communication skills, sound judgement, tact, and organizational skills for prioritizing work.

- Excellent interpersonal skills to deal courteously and effectively with people using tact and diplomacy;
- Excellent organizational and time management skills to handle multiple priorities and deadlines in a high-volume service area;
- Experience coordinating workflow and performing leadership role for other administrative Records staff;
- Experience working with students and preparing job descriptions, conducting interviews, setting and monitoring work schedules and assessing performance;
- Good judgment and initiative. Ability to work under pressures both independently and in a team setting;
- In-depth understanding of the University of Guelph alumni base including historical degree details and the types of information stored in the AA&D database;
- A thorough understanding of hardware, software, databases, database integrity and metrics.
- Familiarity with the University academic cycle and associated record update needs as well as the AA&D event and fundraising cycle;
- Strong knowledge of techniques for searching the Internet, on-line resources and other electronic databases to find alumni information;
• Interpreting information and results, providing analysis of trends, problem solving and quick resolutions to challenges;
• Thorough knowledge of current processes in order to be able to recommend changes or enhancements to processes, including the alumni database;
• Excellent understanding of University or organizational policies and processes regarding public vs. private information and appropriate handling of each information category.

Position Number  393-041  
Classification    USW, Local 4120 Salary Band 4  
Salary Range      $23.13 Minimum (Level 1)  
                  $25.85 Normal Hiring Limit (Level 3)  
                  $31.29 Job Rate (Level 7)

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 11 20  
Closing Date: 2019 11 27

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Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply