Records and Gift Administrator

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Position covered by the Collective Agreement with USW Local 4120

Alumni Affairs and Development

Hiring #: 2023-0428

Please read the Application Instructions [1] before applying

Alumni Affairs and Development (AA&D) is a central service at the University of Guelph and supports the University’s mission to Improve Life by building lifelong relationships with alumni, donors and champions to raise money for the institution’s strategic priorities. The department assists the University in realizing its’ full potential in scholarships, teaching, research, and innovation.

Reporting to the Senior Finance Manager, Gifts & Records, the Records and Gift Administrator is responsible for prompt and accurate processing of donations (cheques, cash, credit cards, online donations, shares, gifts in kind, direct deposits, pre-authorized payments, payroll deductions), pledges/recurring gifts, as well as maintaining data integrity and updating constituent records in BlackBaud CRM ‘Cannon’ (AA&D CRM), Luminate (online e-communication/e-commerce) and Perceptive Content (document management) databases.

AA&D’s annual processing of gifts entails entering 20,000+ gifts and 300+ pledges/recurring gifts from more than 10,000+ donors. The average value of annual donations varies from $30+ million to $50+ million. Individual donations vary from $2.00 to $21 million. The Records and Gift Administrator is responsible for maintaining precise records of several reports from various computer systems used on campus for University reporting and Canada Revenue Agency (CRA) standards for auditing. This position works closely with the Senior Treasury Lead in processing gifts and supporting Financial Services activities such as coordinating with campus partners to track and reconcile donations, oversee tribute record management including updates via donations, and support tribute acknowledgment mailing. These activities are crucial as AA&D continues to expand programs and services such as the Online Giving Architecture project, and involvement with campus partners.

The Records and Gift Administrator will work closely with the Data Integrity Administrator to ensure the accuracy, relevance, and timeliness of information in AA&D databases. The incumbent ensures the personal information of the University’s donors and alumni are kept up to date while understanding the privacy needs and regulations of the University and our related Governments. In this position, the Records and Gift Administrator uses several different systems on campus (e.g., Financial Reporting System (FRS), Microsoft Office Suite, Perceptive Content, etc.).

The Records and Gift Administrator works as part of a team as well as independently to support Advancement Services’ day-to-day and project initiatives. A high level of customer service is also required as contact with donors and alumni can often sensitive (i.e., confirming a death). The position must be service-oriented, with a strong focus on donor satisfaction.

Requirements of the position include:

- Two (2) year community college degree related to an administrative area is preferred, and one (1) year related experience, or an equivalent combination of education and experience
- Experience in bookkeeping or a treasury role and in the fundraising environment preferred
Knowledge of institutional databases and good data management practices
Advanced knowledge of software including Microsoft Word, Excel, Outlook, as well as knowledge and/or experience in other databases/CRM/Oracle is preferred

Advanced interpersonal communication (oral, verbal and written) and presentation skills with ability to convey policies/procedures and technical information to learners at varying levels of expertise, and deal courteously with people using tact and diplomacy
Good judgment and initiative with ability to work under pressure both independently and in a team setting
Excellent organizational and time management skills to adapt to change and handle multiple priorities in a high-volume service area with a high degree of accuracy

Strong analytical skills with demonstrated ability to interpret information and identify areas that require attention
Experience with web searching/navigation tools to research information via the Internet and electronic mail
Knowledge of CRA gifting and receipting policies is an asset

Position Number         393-041
Classification               USW, Local 4120 Salary Band 4*
Salary Range              $25.22 Minimum
$28.18 Normal Hiring Limit
$34.12 Job Rate

*Tentative evaluation; subject to final review.

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: 2023 07 12
Closing Date: 2023 07 26 (extended)

Page category: Current Opportunity [3]

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