

Trinity Western University Donations Coordinator

// Advancement

Position Purpose and Summary

The Donation Coordinator is a vital part of the Advancement Team, responsible processing and receipting large, complex donations and pledges for Trinity Western University including donation corrections, payroll deductions, reconciliation reports and records management. The Donation Coordinator plays a key role in helping TWU reach its fundraising goals, working in close partnership with colleagues across the Advancement Team. The Donation Coordinator serves as a resource for university compliance with CRA regulations and works closely with the Finance Team.

Key Areas of Accountability

1. Donation processing and database management

- Monitor and maintain the primary fundraising email account and phone number, responding to inquiries, following up with supporters as required.
- Complete timely and accurate data entry.
- Process and deposit donations and issue receipts in accordance with the Income Tax Act.
- Export and import data from multiple giving platforms including IATS, GiveCampus and other software.
- Maintain third party platforms for accuracy of content; troubleshooting on behalf of donors; import/export; developing and adjusting administrative processes as needed.
- Works closely with the TWU US Foundation to appropriately allocate donations from US donors, and issue US tax receipts.

2. Donor relations

- Provide the first point of contact for donors by responding to emails and answering the phone.
- Manage monthly donors, contacting those whose credit cards have expired/been declined, and support the Advancement team with stewardship activities, including producing annual consolidated tax receipts.
- Schedule and submit monthly donor gift files and reports.

3. Financial management

- Prepare fundraising reports for the annual audit.
- Prepare monthly fundraising reports reconciling with finances in accordance with Finance department requirements.

The Person

You are someone who wants to integrate your family with your faith. You are a skilled problem solver with an attention to detail, and are comfortable working with financial systems, and a keen interest in process control and continuous improvement. You are a team player, and you genuinely enjoy being with people.

Skills and Abilities

- Superior personal, interpersonal and team oriented multi-tasking skills with a wide range of people on and off campus.
- Strong communication and organizational skills.
- Superior computer and software skills.
- Experience in a Microsoft-based office is an asset.
- Discreet, confidential and intuitive.
- Ability to communicate collaboratively within a donor-centric environment.
- Superior personal and interpersonal ability to work in a team-oriented multitasking environment where a wide range of contact is made with staff, faculty and donors.
- Superior, well-developed abilities in communication and needs analysis.
- Good ability in organizing, planning, prioritizing, administrative and regulatory details.
- Able to work in a flexible manner with the responsibilities in the midst of a busy and challenging work environment.
- Able to plan, execute and manage work flow ensuring that all activities' details are handled in a time sensitive manner.

Personal

Driven and inspired by the idea of a positively impacting the various marketplaces of life through the development of godly Christian leaders by serving the Trinity Western University community.

A dedicated and mature evangelical Christian with an earnest desire to serve in family, church, work and community. Affirm and support TWU's mission, values, Statement of Faith, and Community Covenant. Strength of character and reputation, integrity, focused. A winsome personality with a positive and friendly attitude.

Servant-Leader Way of Life: Act in a manner that exemplifies Jesus Christ in all on and off-campus contacts thereby living out the servant leadership mission of the university and contributing effectively towards achieving the institutional and Kingdom goals of the organization.

Key Internal Interactions

Reports: None

Reports to: Senior Vice President, Advancement

Standards & Requirements

Education:

- Bachelor's Degree is preferred.

Experience:

- 2-3 years of directly related experience in donation processing preferred or a good understanding of bookkeeping practices.
- Understanding of, and experience in applying, CRA regulations.
- Preference will be given to the candidate who has worked in a non-profit environment and understands the complexities of institutional protocols, procedures and policies relating to privacy, donor rights and gifting vehicles.

Duties and responsibilities that do not constitute a major change may be added, deleted or changed at any time at the discretion of the supervisor either orally or in writing.

Benefits Of Working at TWU:

- A comprehensive benefits package which includes extended health, dental, and insurance and an RRSP matching program.
- Annual statutory holidays (14) with generous vacation accrual.
- Tuition Benefit for TWU undergraduate and graduate level courses to enhance knowledge and professional competency.
- Torch tuition scholarship for dependents of eligible employees attending TWU.
- Free access to TWU's fitness/gym facilities and the Norma Marion Alloway Library.
- Subsidized meals at the main cafeteria.
- Discounts and perks for the on-site Trinity Western Outfitters Campus Store and coffee shops, as well as shops and restaurants in Fort Langley.
- Wellness benefits (i.e., counselling, sick days, personal days, and health/wellness spending account).
- Free recreational equipment rentals (e.g., paddle boards, snowshoes, kayaks, etc.).

- Free employee parking on campus.
- Special community events throughout the year.
- Employee and Family Assistance Plan (EFAP).
- A positive Christian fellowship environment.

Trinity Western University encourages applications from all eligible candidates who are able to commit to the University's mission, values, and Christian identity as articulated in its Statement of Faith and Community Covenant. We are committed to an ethic of inclusion and to the equal treatment of all persons without discrimination in accordance with human rights law.

We particularly invite applications from indigenous people, women, persons with disabilities, and visible minorities. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. Persons with disabilities who anticipate needing accommodations during the application process should contact People & Culture.

Trinity Western University is located on the traditional ancestral territory of the Sto:lo people.