

Job title: Development Administrative Coordinator

Reports to: Development Manager

Category: Administration, Full-Time

Start Date: Immediately

Hours & Compensation: 35 hours/week, \$31.42/hour (\$57,184.40/year) OPSEU Bargaining Unit: Yes

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## About Us and Summary of the Role

### Mission

North York Women's Shelter actively supports the rights of women and children to build lives free of violence by providing non-judgmental safe shelter, advocacy, and a range of programs & services including 24-hour crisis support.

### Vision

Our vision is to create a community characterized by gender equality where women and their children feel empowered and safe, and all services are provided according to the NYWS's Trauma-Informed Key Principles.

### Purpose

The Development Administrative Coordinator will ensure the efficient operations of the Development (Fundraising) and Finance departments, managing day to day administrative operations. Integral to this role is an understanding of trauma-informed, sex positive, harm reduction, anti-racist/anti-oppression principles and frameworks.

## Accountabilities and Responsibilities:

- Maintain and manage the donor database (SUMAC) and the prospect pipeline (data entry, pulling reports); on-going data hygiene.
- Processing all donations, coordinating, monitoring all online giving platforms with finance/fundraising software and preparing deposits.
- Provide research and production support of reports as required for both Development Manager and Director of Finance and Operations.
- Ensure tax receipts, acknowledgement letters and thank you messages are generated in a timely manner, and with continuity of design and message that is reflective of established NYWS practices.
- Responsible for maintaining and implementing procedure manual and policies regarding fundraising database.
- Coordinates expense reporting through invoice entry into QuickBooks, coordinating cheque runs, and processing expense reports (including wellness benefit claims).
- Maintain reconciliation reporting including credit card expenses (verify transactions, allocate expenses, prepare journal entries) and monthly reconciliation of fundraising database and finance software.
- Coordinates, triages, monitors and oversees in-kind gift program including robust gift card program.
- Coordinate third party event program: including event support, scheduling staff appearances, material creation support and administration support as required.
- Coordinate and manage monthly donor program, including stewardship, upgrade opportunities extra.
- Support the donor recognition program: ordering and installing plaques and donor wall, ensuring all recognition is delivered as promised.
- Coordinate and monitor stewardship activations including pledge reminders and timelines, ensures that deadlines are met, expectations are fulfilled, and donor information is both secure and confidential where appropriate.
- Participate in the fundraising, planning, implementation, and staffing of cultivation, stewardship, and fundraising events.
- Verify and ensure that donor agreements are respected supporting the Development Manager.

- Support the Annual Fund program in all data needs, prospect research and support in donor follow up including thank you calls up dating email service with new emails, providing data that will shape campaigns.
- Support in maintaining donor pipelines.
- Support event planning and execution: e.g., cultivation and recognition events.
- Provides administrative support for external and internal meetings for both Finance and Development, including planning, preparing materials for review, and ensuring appropriate follow-up actions.
- Works in collaboration with the Development Manager to innovate workflow procedures and organize operations and procedures for the fundraising department, including development of manuals, guides, and best practices.
- Responsible for maintaining fundraising and finance filing systems, including detailed donor files.
- Accurately prepare documents for donors and prospects: proposals, gift agreements, impact reports, recognition agreements, donor correspondence.
- Perform general clerical administration support including mail-outs, photocopying, and filing.
- Additional duties as assigned

## Key Performance Indicators

### Continuous Improvement/Training (PD participation)

- Training and Capacity building Initiatives (Attain and Maintain necessary certifications/qualifications i.e., Participate in minimum of 4 online learnings/Trainings Annually)
- Seek out trainings that increase own capacity to add value to the organization and apply it to improve teaching practices

### Project Management

- Ensure operational efficiency by following program/project plans.
- Deliver and manage programs/projects appropriately according to timeline.
- Ensure donor agreements are respected and escalate promptly to Director Development as required

### Team Collaboration

- Build positive relationships with colleagues/team members
- Ensure Knowledge sharing and collaboration

### Data Management and Finance Management

- Prompt/Timely update of donor database (SUMAC) and the prospect pipeline (data entry, pulling reports)
- Timely processing, correlation, and coordination of all online giving platforms vis – a – vis Fundraising software
- Timely submission of reports as required
- Prompt issuance of Tax receipts and acknowledgement letters
- Minimal errors in entering employee data while preparing payroll payments

### Administration

- Identify resources that maintain or improve general department/organisation standards and practices
- Support the Director Development to organise departmental operations and procedures/manuals/policies
- Deploy Donor surveys when due
- Support the Director Development in grant/proposal writing

### Commitment to Trauma-Informed Principles

- Maintaining communication that is consistent, open, respectful, and compassionate

### Community-Centric Fundraising

- Ensure all communications are aligned with CCF values.
- Maintaining training and education to CCF values

### Alignment with Mission, Vision, Values

- Exceptional stakeholder service: Deliver a high-quality service experience across all interactions by being always connected and responsive to clients, colleagues, etc. (Not less than 48 hours)
- Drive quality assurance and commitment across the organization.

### Functional Competencies, Skills, and Experience

- Ability to work with an intersectional feminist, anti-carceral, anti-racist and anti-oppressive lens from trauma informed practice framework
- High degree of confidentiality and discretion.
- Minimum 3 years of success working in fast paced administrative role, with data base coordination or finance.
- Excellent customer service attitude and skills. Front facing donor experience is an asset.
- Strong work ethic with ability and skills to handle multiple priorities and projects simultaneously and meet established deadlines.
- Excellent organizational skills with ability to prioritize.
- Extremely detail oriented.
- Positive, enthusiastic, and committed team player.
- Very skilled in working with database programs and finance software, fundraising database experience required. SUMAC experience an asset.
- Demonstrated high degree of initiative, judgement, and problem-solving ability.
- Advanced computer skills, including knowledge of accounting software and proficiency with Microsoft office.
- Availability to work flexible hours as needed for meetings and events outside routine office hours, including evenings and weekends.
- Excellent professional and empathetic communication skills, as well as strong problem-solving skills
- Ability to work independently as well as part of a strong dynamic team
- Strong adherence to ethical policies, procedures, and exercises a high degree of confidentiality and privacy of information as outlined in NYWS policies and procedures, as well as in Trauma-Informed Practice – Key Principles
- Strong work ethic with ability and skills to handle multiple priorities and projects simultaneously and meet established deadlines
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks

### Physical Requirements

- Ability to wear Personal Protective Equipment and adhere to COVID-19 infection prevention principles
- Able to lift up to and including 30lbs. Walking, standing, bending, stooping, reaching, twisting, lifting, pushing, pulling, and moving items is occasionally required.
- Exposure to illnesses such as cold and influenza on a weekly basis
- Exposed to loud sounds and high noise levels on a weekly basis.
- Exposure to external threats (abusive partners)
- As employees of an organization committed to harm-reduction, exposure to women who may be under the influence of substances including, but not limited to cannabis.
- Exposure to pets on a regular basis

### Application

Email resumé and cover letter to [careers@nyws.ca](mailto:careers@nyws.ca) with subject 'DAC 2021' by 5:00pm on **November 30, 2021**.

*In accordance with our feminist, anti-racist and anti-oppressive framework, NYWS is committed to the development of an organization that reflects the communities that we serve.*

*We actively encourage applications from members of groups with historical and/or current barriers to equity.*

Position vacant until filled.

Potential candidates will be contacted. We respectfully ask no phone calls, and any made will not be returned.