



Temporary Database Coordinator

Looking for a career with a dynamic organization that is committed to protecting wildlife? We are interested in dedicated individuals who are positive, enthusiastic and passionate about wildlife conservation and protecting our planet.

Our Toronto Zoo is a mission-based, research, not-for-profit organization whose mission is connecting people, animals and conservation science to fight extinction.

Our Toronto Zoo serves more than 1.2 million guests each year on over 500 acres and the foundation of all of our work is based on four cares:

- We care about our animals
- We care about our team
- We care about our guests
- We care about our community

We strive to have this caring culture grounded in the principles of equity, diversity and inclusion. We commit to collaborating with our teams, guests and community to reflect and celebrate the rich diversity of Toronto and Canada.

As a world class accredited zoo and part of the global conservation community we work with the World Association of Zoos and Aquariums and the International Union for the Conservation of Nature and collaborate with governmental agencies, conservation and science non-governmental organizations and corporate and academic partners to share our knowledge and learn from each other to enhance our collective impact.

We are currently embarking on our new Master Plan and creation of a Community Conservation Campus. As one of the GTA's Top Employers, we are seeking an experienced Temporary Database Coordinator to join our Toronto Zoo Wildlife Conservancy team.

BRANCH: Toronto Zoo Wildlife Conservancy (this is a Toronto Zoo position seconded to the Toronto Zoo Wildlife Conservancy)

SALARY RANGE: Start – \$24.69/hr 3 Months – \$26.34/hr 6 Months – \$27.43

DURATION: Present to July 21, 2023

Basic Function: Reporting to the Director, Fund Development, this position is responsible for maintaining the donor database, producing reports, answering donor inquiries, performing day-to-day clerical duties, and assisting with the co-ordination of special events and donor programs.

RESPONSIBILITIES:

- Continues and completes the implementation and integration of CRM and e-commerce within the Wildlife Conservancy.

- Coordinates and maintains the Wildlife Conservancy E-Commerce website which includes the online sales of Adopt an Animal packages, Plaques, Special Event tickets, etc.
- Develops, maintains and updates 3rd party donation pages such as CanadaHelps.org, Benevity, PayPal Giving Fund, etc.
- Provides CRM user support for the organization.
- Updates, maintains and analyzes donor's data and information in the database.
- Issues tax receipts for donations.
- Prepares and issues business acknowledgment letters and tribute cards for Tribute Program.
- Processes paperwork, payment transactions and donations.
- Processes monthly donations via EFT and E-Xact portal.
- Assists with processing of daily mail through postage meter and prepares same for pick up.
- Opens mail and takes any action required regarding same, including the completion of payment transactions.
- Responsible for ensuring office files are maintained and up to date.
- Responds to telephone, email and on-line inquiries.
- Develops, updates and produces monthly financial report for the organization and various fundraising programs/initiatives.
- Responsible for developing and producing financial reports for Finance branch for reconciliation.
- Prepares financial reports for ticketed fundraising events.
- Assists with on-line marketing and fundraising.
- Processes donor recognition through the preparation of appropriate lists for publication and events.
- Assists in the planning and implementation of an annual giving fund program such as the Tribute program and Direct Mail;
- Co-ordinates and processes the annual Staff Campaign.
- Assists with identifying sources of donations and the distribution of solicitation packages.
- Assists in the development, organization and implementation of donor and special events as well as the delivery of the donor tour program.
- Provides clerical support as required.
- Other related duties as assigned.

QUALIFICATIONS:

- Must possess a certificate or diploma in fundraising along with previous experience or possess a minimum three years related experience within a fundraising/ donor related environment.
- Must have previous experience with fundraising data base management (preferably Microsoft Dynamics CRM 2011).
- Must have previous experience in bank deposits and bank reconciliation.

- Must be able to communicate effectively both orally and in writing and be proficient in the English language.
- Must have strong interpersonal skills, proven customer service skills and an outgoing personality.
- Must possess strong organizational skills and attention to detail.
- Must be a self starter capable of working with minimum supervision.
- Must possess a proven ability to be able to motivate and work in a harmonious manner in a team environment.
- Must be capable of maintaining accurate, up to date and comprehensive records.
- Must be proficient with computer programs, including fundraising databases, spreadsheets and word processing.
- Must be able and willing to work weekends and occasional evenings.

CANDIDATES MAY BE REQUIRED TO TAKE A WRITTEN AND/OR PRACTICAL EXAMINATION RELEVANT TO THE POSITION.

If interested in this position, please click on the link below and complete the instructions on the questionnaire. You will be required to submit your resume and cover letter no later than Thursday June 22, 2022.

To apply click here: <https://forms.office.com/r/TU40Dc6MrD>

While we appreciate the interest of all applicants, only those selected for an interview will be contacted.

The Toronto Zoo provides accommodation for employees with disabilities, as defined under the Ontario Human Rights Code. If contacted for an interview, and you require specific accommodation for the interview process because of a disability or a medical need, then please advise the person contacting you of your requirements, so that arrangements can be made for the appropriate accommodations to be in place before you begin the interview process.

The Toronto Zoo respects the principles of equity, diversity and inclusion and seeks to model these principles in all that we do. We are committed to fostering an inclusive workforce where all employees feel respected, supported and valued. We strive to create an environment that represents the rich diversity of our guests and our community and encourage applications from all qualified individuals who can contribute to enhancing our commitment to equity, diversity and inclusion. Applications are especially encouraged from racialized persons/persons of colour, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ2S+ persons, and women.

Please be advised the Toronto Zoo requires mandatory COVID-19 vaccinations for employees.