



Job title	Database and Development Support
Reports to	Development & Partnerships Co-ordinator
Salary Range	\$45,000 - \$60,000

Purpose

This position provides:

- (a) administrative support to ACWS' Development and Partnerships function as well as other staff as assigned
- (b) supports organizational events
- (c) maintains ACWS databases as required

Duties and responsibilities

1. Administrative Support

- **Database:** maintaining sections related to donor and other development stakeholder contacts, pulling lists and generating reports as requested, tracking and recording of development activities in database.
- **Stewardship:** stewardship preparation including printing of lists and updating donor records, ensuring stewardship activities are tracked and recorded in database, review gifts and notify others of stewardship actions as requested, preparing tax receipts and thanking donors as per guidelines.
- **Meetings and events:** pulling contact lists, setting up invites and sending out, tracking invitations, RSVP's, and attendees. Coordinate venue/catering/tech, setting up and managing technical aspects of event or meeting, taking notes/minutes during meetings as assigned, meeting and greeting attendees/ answering questions, clean-up of meetings and events.
- **Mailouts:** sending out and tracking electronic or paper communications related to fund development, partnership and stewardship activities.
- **Record management:** maintaining fund development files on electronic platforms including but not limited to Teams, SharePoint, etc., and any physical files or materials related to fund development and partnerships, tasks related to grant documentation including, but not limited to, filing grant agreements, managing grant deadlines, and supporting staff in completing reporting requirements.
- **Research:** conducting online and telephone research and compiling information on items related to development, partnerships and member support as directed
- **Clerical support:** Photocopying, collating, data entry, letter writing, etc. as required.
- Supports the reconciliation of donations between databases and accounting systems
- Organizes purchasing for ACWS staff (and members as required) with a view to achieving our diversity, equity, inclusion and justice objectives as well as nurturing partnerships with vendors.
- Supports on line financial transactions.
- This position will support the Administrative Support role in ensuring overall cleanliness and functioning of the ACWS office; and providing assistance in supporting ACWS events or logistics as needed.
- Occasional back-up to other support staff: This position will serve as back up to the Administrative Support role or other ACWS support roles as required and will be called in to support: scheduling meetings, organizing logistics, taking notes, transcribing action plans and other responsibilities normally under the purview of other support staff.

2. Record Management

- Ensuring all contact information in our data bases is current and up to date through various monitoring and engagement processes
- Management of contact information for our donors and grants
- Provide input on challenges, suggestions for improvement, progress updates
- Help to maintain in-house user manuals for relevant databases and related fund development processes.
- Responsible for activity tracking and process mapping
- Ensures all privacy protections are in place
- Creates reports as requested and collates results

3. Member Support

- Co-ordinating bulk purchase, collective bulk purchasing and gifts in kind
- Supports the administration of grant payments to members

Core Competencies

- Well-developed administrative and organizational skills with excellent attention to detail
- Navigates Microsoft Office 365 applications with ease
- Excellent written and verbal communication skills
- Applies strong knowledge of databases
- Learns how to navigate web-based systems quickly
- Demonstrates excellent interpersonal communication skills including maturity and personal mastery when dealing with colleagues and the public
- Demonstrates strong telephone communication skills
- Consistently presents in a professional and friendly manner
- Coordinates multiple requests, sets priorities, and meets deadlines with ease
- Functions well with little supervision and has excellent problem solving skills
- Interest in social justice issues, and advancing fund development / partnership skills
- Competent with technology including online meeting formats and audio-visual equipment
- Contributes to the organizational well-being of ACWS
- Ability to support team effort in achieving organizational objectives Able to perform repetitive tasks on a regular basis.

Qualifications

Qualifications for this position include:

- A combination of education and professional experience which may include
 - 2-3 years' experience working with / maintaining a data base (Knowledge of DonorPerfect & Kintone are considered an asset.)
 - An Undergraduate Degree or Administrative/Technical Diploma / Certificate with a minimum of 2 years' experience in a professional environment (corporate or charitable organization).
 - 3-5 years general work experience in a fast-paced, growth-oriented organization preferred
- Excellent computer skills (Office 365/Sharepoint and webpage management)

- Experience taking the initiative to support successful event/meeting/project completion
- Prior success working closely and building relationships with diverse groups of people
- Comfort addressing any issues directly

Working conditions

This role will work primarily from the ACWS office (Edmonton) 5 days per week. Hours of work are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 - 4:30).

The Alberta Council of Women's Shelters does not provide direct support to survivors, however individuals will be exposed to disturbing stories of violence against women.

Physical requirements

This position requires spending significant periods of time working at a computer and talking on the telephone. Some travel to various areas of the province is required.

Direct reports

This position has no direct reports.

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