



Cornerstone Housing for Women Administrative & Database Coordinator

Reports To: Director of Development and Communications

Approved By: Executive Director

Updated: May 2023

MISSION STATEMENT

Cornerstone Housing for Women provides safe supportive housing and emergency shelter to vulnerably housed women and women experiencing homelessness in Ottawa. Cornerstone is committed to providing these services in a way that offers residents dignity and a sense of hope.

At Cornerstone Housing for Women, you will be proud of the work that you do. Our team members strive to make an impact in their community, they are passionate about ending homelessness, and they value inclusion.

We offer competitive wages, a comprehensive benefits package, flexibility, and opportunities for development.

JOB PURPOSE

Reporting to the Director of Development and Communications, the Administration and Database Coordinator will serve as a key member of the Development and Communications team and will play a vital role in helping us achieve new growth milestones, take on ambitious new projects, and increase our capacity to steward a growing community of donors.

The Administration and Database Coordinator plays a vital role on the Development and Communications team by ensuring our donor information is up to date, our department is responding and stewarding donors in a timely manner and our Eccles campaign is running smoothly. The Development and Communications team plays an integral role at Cornerstone Housing for Women through community Education, Advocacy, and relationship building.

KEY DUTIES AND ACCOUNTABILITIES

Data entry and database management 50%

Database gift processing

- Process gifts from Online Express (OLX) into Raiser's Edge

Database Maintenance

- Work closely with the Database and Donor Stewardship Officer to maintain the accuracy and integrity of the approximate 10,000 constituent records in the Raiser's Edge fundraising database, including, updating donor communications preferences, mailing address corrections, updating credit card information and periodic audits of records; periodic review and removal of duplicate records.
- May also include updating relationships between individual and organizational records, confirming, and updating existing relationships and creating relationships as required
- Aid in acknowledgement of memorial and tribute donations
- Support with financial reconciliation

Project Coordination - Eccles Campaign 30%

- Support 44 Eccles Housing campaign
- Acts in the role of Campaign Committee Secretary - meeting minutes, agenda preparation, organizing campaign files
- Coordinate with Eccles campaign committee and external stakeholders to set up meetings
- Support Eccles open house campaign
- Support Eccles inventory committee filing and meeting notes

Administration & Resource Development Program Co-ordination - 20%

- Main point of contact for in-kind donations.
- Answers emails, phone calls, and inquiries from the public regarding the public donations program
- Responsible for responding to initial donor requests
- Responsible for scheduling appointments and receiving donation shipments
- Monitors and ensures community partnerships and development goals are being met and maintained
- Coordinates with the Volunteer Coordinator and Senior Housing Managers to support volunteer, drivers, corporate volunteers, and other gift-in-kind volunteers

REQUIREMENTS

Education and Experience:

- University degree/college diploma or equivalent combination of education and experience, required
- 1-3 year's relevant experience in donor relations and stewardship with a demonstrated record of accomplishment of success, required

- 1-3 years Customer Relations Management software experience with proficiency in gift processing, receipting, moves management, reporting
- Previous experience with a fundraising software (i.e. Raiser's Edge, Mission CRM, Salesforce, DonorPerfect) a strong asset
- Bilingualism is an asset
- Flexibility to work some evenings/weekends as required

Knowledge, Skills & Abilities:

- Excellent written and verbal communication skills, role includes communications and record keeping
- Exceptional organizational and time management skills
- Strong data entry skills (with focus on accuracy and attention to detail) and highly proficient in Microsoft Office and Google suites of products
- Strong work ethic, professional integrity, initiative-taker
- Discretion and tact in handling sensitive or confidential information
- Passion for social services and women's issues is an asset
- Ability to work independently, with minimal supervision, and under the pressure of a multi-stakeholder environment

Core Cornerstone Competencies:

- Mission Driven—passionate about ending homelessness.
- Resilience—remains engaged in work even when there are challenges
- Adaptability—adjusts approach, style, or priorities to meet organizational needs
- Collaborative—cultivates relationships with team members. Values the input of others and embraces opportunities to work together
- Accountability—takes personal ownership and responsibility for the quality of work and timeliness of work commitments

Job Specific Competencies:

- Relationship Building—develops and maintains effective relationships with others; relates well to people from varied backgrounds and different situations
- Critical Thinking – ability to identify the important questions to ask and problems to solve; shows versatility when unexpected changes occur
- Attention to Detail—is thorough when performing work and conscientious about attending to detail