

Partners In Health Canada - Job Description

Position Title: Database and Fundraising Systems Administrator

Reports To: Senior Development Officer

Location: Toronto (Hybrid)

Organizational Profile:

Partners In Health (PIH) Canada is a global health and social justice organization relentlessly committed to improving the health of the poor and marginalized. PIH partners with local governments to build capacity and works closely with impoverished communities to deliver high-quality health care, address the root causes of illness, train providers, advance research, and advocate for global policy change. In a world too willing to value one human life over another, PIH stands in solidarity with the destitute, the marginalized, and the sick. We pursue a moral mission within a medical context: to provide the best health care to those who need it most. Partners In Health Canada was founded in 2011 and is based in Toronto. Visit www.pihcanada.org to learn more.

Position Summary:

The Database and Fundraising Systems Administrator at Partners In Health Canada will play a critical role in ensuring the efficient operation and optimization of our fundraising systems through our Salesforce CRM. As our internal Salesforce expert and champion, you will interact with all development and programs staff, ensuring PIH Canada's CRM processes are fit for purpose. Alongside a natural affinity for data systems and processes, you demonstrate a strong understanding of grant management cycles and fundraising best practices across annual giving, major gift and government and institutional funding streams. With responsibilities including data entry, data integrity, dashboards and reporting, prospect research, and portfolio development, this position requires strong technical and analytical skills, a commitment to process improvement, and a passion for getting the data details right.

Key Responsibilities:

Salesforce Administration (65%):

- Serve as the primary administrator for our Salesforce CRM, including user management, data entry, and customization and configuration to meet organizational needs
- Implement and maintain Salesforce workflows, processes, and automation to streamline fundraising operations and enhance data accuracy
- Oversee policies and processes related to moves management and entry of accounts, proposals, gifts, and grants through donor and grant lifecycles
- Update CRM manual and mentor PIH Canada staff on internal business rules; collaborate with internal stakeholders to identify system enhancements and develop solutions to address business requirements

- Develop systems and dashboards to track proposal success rates, trends, and financial forecasting
- Facilitate back-end donor support services including gift processing and tax receipting
- Collaborate with finance team for reconciliation and consistency between Salesforce CRM and organizational accounting and reporting processes
- Monitor overall system performance and troubleshoot issues; pursue professional development opportunities to build organizational capacity in CRM use and management

Portfolio Management and Research (35%):

- Coordinate with development staff to ensure effective prospect identification, assignment and portfolio management, aligning prospects with appropriate gift officers and fundraising priorities
- Conduct prospect research and analysis to identify new major gift prospects, assess capacity, and prioritize cultivation strategies
- Collaborate with the development team to ensure database segmentation for fundraising campaigns and initiatives, leveraging prospect data and insights to inform strategy

Qualifications and Skills:

- Bachelor's degree in data and information systems, fundraising/development operations, or a related field
- Minimum three years of experience in Salesforce use and administration, with Salesforce Administrator certification a strong asset
- Proficiency in Salesforce customization, configuration, and data management, including workflows, process builder, and data loader
- Strong analytical and problem-solving skills, with the ability to translate business requirements into technical solutions
- Experience with prospect research and management in a fundraising environment and familiarity with moves management principles
- Excellent communication skills, with the ability to effectively collaborate with cross-functional teams and stakeholders
- Detail-oriented approach with a commitment to data integrity and accuracy
- Ability to work independently, prioritize tasks, and manage multiple projects simultaneously
- Familiarity with research and fundraising software and tools (eg. iWave, Fundraise Up) is desirable

Compensation:

Compensation range is \$60,000 - \$76,000. We offer a flexible and hybrid work schedule, a competitive health and dental benefits package, professional development and learning, and the opportunity to collaborate and grow with a diverse global team deeply committed to equity and social justice. Applicants must be legally eligible to work in Canada.

Application Instructions:

Please send CV and cover letter to hrcanada@pih.org with 'Database and Fundraising Systems Administrator' in the subject line. Applications without a cover letter will not be considered. Applications will be reviewed on a rolling basis until the position is filled. We thank all applicants but regret we will be unable to respond to all submissions. We request that you do not follow up your application with a phone call or email. We will contact only those candidates selected for interviews. Thank you for your understanding.

Commitment to Diversity and Accessibility:

Partners In Health Canada is committed to equal opportunity and equal treatment for every prospective and current employee. We value diversity in the workplace and believe our work is stronger when it benefits from the experience and knowledge of a diverse team. Candidates from diverse backgrounds, including but not limited to Indigenous peoples, racialized and LGBTQ2+ communities, women and people with disabilities, are encouraged to apply. If contacted in relation to a job opportunity, please notify us as soon as possible of any adaptive measures you might require. Information received relating to accommodation measures will be addressed confidentially.