

Position:	Donor Services Coordinator
Reports to:	Director of Development
Location:	South, Central or North Island (hybrid or remote model will be considered)
Term:	Full Time
Hours of work:	Monday-Friday, 37.5 hours/week
Salary Range:	\$52,631 - \$65,793 per year

About us:

Children's Health Foundation of Vancouver Island (CHFVI) has invested in the health of Island kids for almost 100 years. Our mission is to ensure all Island families have access to the health care they need, when and where they need it the most. Thanks to the generosity of our donors, we are able to bring supports closer to home and help transform the lives of children and youth living with physical and mental health challenges.

We collaborate with communities, partner organizations, and donors to fund programs and provide supports to address the daily and often urgent health care needs families face when caring for a child with complex health challenges. Our crucial fundraising work began with inpatient support for kids with polio and other physical health challenges in 1927 and has evolved with every emerging health care need in the decades since.

We know kids may only be 21% of our Island's population, but they are 100% of our future. Help us invest in this future and join us as champions for the health of every Island family.

Who we're looking for:

We have an exciting opportunity for a **Donor Services Coordinator** to join our Foundation. As part of the Fund Development team, the Coordinator plays a critical role in ensuring accuracy, integrity, and timeliness of all donation related data within Raiser's Edge. This position is responsible for processing incoming gifts, maintaining donor records, and providing excellent service to donors and internal partners. Working closely with the Fundraising team, the Coordinator supports the organization's development efforts through meticulous data entry, receipting, donor stewardship, and administrative coordination.

Success in this role requires strong attention to detail, exceptional organizational skills, and demonstrated experience using Raiser's Edge or similar fundraising databases. The Coordinator is a collaborative team member who communicates clearly, approaches donor interactions with empathy and professionalism, and contributes to positive and efficient donor-centered services.

Why join us?

Are you looking for a career where you can make a difference? The work you do with CHFVI will have a direct and positive impact on children and families on Vancouver Island and surrounding islands. The Foundation believes in providing its employees with a respectful and inspiring workplace, and offers competitive salaries, comprehensive employer paid extended health and dental benefits, health spending account, and a pension program.

Responsibilities

Gift Processing and Data Entry (Raisers Edge)

- Receive, open and process daily mail donations as required.
- Accurately enter gifts, recurring donations, and donor data into Raiser's Edge. Ensure recurring donation schedules are properly set.
- Ensure fund, campaign, and appeal codes match the gift type.
- Process online donations and import/enter into Raiser's Edge as required.
- Prepare and issue thank you letters and tax receipts by mail or email.
- Update donor information such as credit card information, banking details, billing address, contact preferences, and donor profile notes.
- Answer incoming donor phone calls; respond to and process telephone donations and donation related email inquiries.
- Prepare deposits of cheques/cash and provide to finance for bank depositing.
- Assist with the entry of donation information from special events.
- Manage payment failures including logging failed transactions in the donor's record, update status as action required, and document outreach attempts and responses.
- Process changes in payment methods, gift cancellations, addresses, or contact details.
- Work with third party partners to administer all aspects of the monthly donor program including adjustments to monthly donations, reconciliation reports, and the issuing of both individual and consolidated tax receipts.

Donor Retention & Recovery

- Follow up on failed payments and personalize outreach as needed.
- Contact lapsed donors for reactivation.
- Review and archive records within the donor database as appropriate.

Fund Development Administration

- Build event modules in RE, preparing briefing package formats, and recording guest participation in RE.
- Assist with entry of receipts from Foundation events using various automated processors (e.g., Raffle Nexus, etc.)
- Maintain donor and fund files (paper and electronic).
- Coordinate the creation and execution of the direct response program in collaboration with the Director of Development.
- Assist with reporting and reconciliation of donation data as required.

Compliance & Privacy

- Ensure all donation processing and receipting complies with Canada Revenue Agency guidelines.
- Adhere to privacy legislation, including Personal Information Protection and Electronic Documents Act (PIPEDA).
- Follow internal controls, standard operating procedures and data security procedures to safeguard donor information.

Collaboration & Communication

- Work closely with the Fundraising team to ensure timely and accurate gift entry and donor acknowledgement.
- Communicate effectively with key contacts to resolve data-related issues.
- Liaise professionally with donors, families, and staff as required.

Core Competencies

- Communication (*Clear verbal & written communication/Effective listening*)
- Interpersonal skills (*Social sensitivity/Approachability/Building and maintaining relationships/teamwork*)
- Teamwork (*Sharing information freely/Asking for help/Flexibility to pitch in*)
- Open-mindedness (*Open to others' ways of approaching situations/Works with shared agendas/Creative thinking*)
- Accountability (*Follows through on responsibilities and commitments/Reliable and dependent*)
- Confidentiality (*Maintains details appropriately/Shares sensitive information with appropriate parties*)

Required Skills & Experience

- Minimum 3 years of direct database management experience using Raiser's Edge or related fundraising database. Raiser's Edge experience preferred.
- Strong proficiency with database systems used in fundraising including Raiser's Edge.
- Proven experience in a data entry, in a fundraising or non-profit environment.
- Experience using Microsoft Office (Word, Excel and Outlook), specifically with experience using mail merge function in Word.
- A high level of organizational ability, attention to detail, and ability to manage tight timelines
- A customer focused mindset to provide support to donors and colleagues with professionalism and empathy.
- Strong problem-solving skills to identify and address discrepancies and contribute to process improvements.
- Commitment to confidentiality and handling sensitive donor information with discretion.

Qualifications & Education

- Educational background in administration, data or fundraising management or related field is an asset.

Working Conditions

- 7.5 hr workday / 37.5 hr work week

Application process

Visit: <https://chfvicareers.easyapply.co>

Deadline: All submissions should be received **by Friday, March 13th, 2026**.

Equity: The Foundation welcomes applications from all qualified individuals, including, but not limited to persons with disabilities; racialized persons; First Nations, Inuit, and Métis; and persons of any gender identity and sexual orientation. The Foundation is committed to providing an inclusive and barrier-free recruitment process and work environment.

All qualified candidates are encouraged to apply; however, must be legally entitled to work in Canada.