



Knox College Job Description: Constituent Relations and Database Administration Associate

Knox College is a graduate theological school of The Presbyterian Church in Canada, incorporated by an Act of the Legislative Assembly of Ontario in 1858. Knox College is a federated College of the University of Toronto (UofT) and a founding member of the Toronto School of Theology (TST), a consortium of seven theological colleges at the University of Toronto.

Job Title	Constituent Relations and Database Administration Associate
Department	Advancement
Direct Report	Director of Advancement/Principal
Contract Duration	Part-Time Permanent (19 hours/week)
Review	3 month Preliminary Review / 6 month Probation Review / Annual Performance Review

Position Summary

Reporting to the Principal’s Office, the Constituent Relations and Database Administration Associate (Associate) has a critical role to play in supporting the fundraising activities of Knox College through the timely management of its fundraising activities.

The Constituent Relations and Database Administration Associate will be an intelligent self-starter with a high attention to detail. In donor relations s/he will relate to all constituents, including donors and alumni, as well as assist in planning of donor strategy. As the database associate, s/he will be responsible for designing and running queries, mailings, exports, and reports in support of Knox College’s relationship building with donors, alumni, prospects, and other stakeholders. S/he will be accountable for the integrity of the information in the database and will create and update constituent records to ensure donor contact is managed appropriately. The associate will administer all aspects of donation processing, and s/he is responsible for entering donations, issuing tax receipts and acknowledgement letters, and liaising with the finance department.

The Associate will serve as a team member in the Advancement Office:

- Principal
- Assistant to the Principal
- Advancement Assistant

A. Overview of Duties and Responsibilities:

1. Donor and Alumni Relations

- a. Serve as first point of contact for all constituent calls and correspondence
- b. Manage major donor information on behalf of the Principal’s Office
- c. Assist in donor and alumni relation strategy for all donor levels
- d. Manage monthly and mass donor engagement
- e. Manage mailing lists and data, updating as needed and providing lists as requested

2. Database and Direct Mail

- a. Design and generate weekly or monthly reports for:
Financial status, prospect management, donor communications, and stewardship activities, and create ad hoc reports as required
- b. Create constituent records for new donors
- c. Process all donations promptly and to Knox College's receipting/acknowledgement standards
- d. Collaborate with the Finance department to reconcile all donated revenue on a monthly basis
- e. Undertake a systematic review of existing database records to identify and correct duplication, system inefficiencies, and errors
- f. Manage direct mail appeal and other mailings by coordinating with printers, mail houses, etc.

3. Logistics

- a. Facilitate or manage logistics for events as requested
- b. Assist with execution of organization-wide events as requested

B. Work Complexities

1. **Choice of Action:** Work arises routinely from job duties or is directly assigned by the Principal. Scope for choice of action is determined by set practice, priorities, or instructions.
2. **Difficulty:** Most of the work is routine and can be repetitive. Pace varies but can be high volume at busy periods. Accuracy and precision remain essential. Patience and diplomacy are required in dealing with donors and other constituents. Ability to remain calm and pleasant under stress and in an open environment is necessary.
3. **Contacts:** Regular contact with donors, alumni, church administrators, Knox College Principal's Office, Finance office, and staff members. Some contact with faculty and students.
4. **Supervision Received:** Works under supervision of the Principal. Employee performs standard and routine assignments independently to conclusion but with ready access to the Principal. Non-standard issues requiring exceptions to procedures or processes are referred to the Principal or Director of Finance and Administration.
5. **Supervision Exercised:** Minimal.
6. **Working Conditions and Physical Demands:** The Advancement Office is open to the public and is sometimes noisy. Traffic in the Office varies depending on the time of day and the academic calendar. The Constituent Relations Associate should be able to carry files and other items weighing up to 50lbs, to navigate stairs with ease, and to walk around campus (Knox College and UofT) to make deliveries.
7. **Daily Hours of Work:** This is a part-time opportunity. Some flexibility in hours, working three-five days per week. Hours of work are within the range of 8:00am – 5:00pm.
8. **Equipment Used:** Desktop computer; telephone; photocopier, fax, scanner, point-of-purchase.

C. Qualifications required

1. **Formal education:** Undergraduate degree, or equivalent combination of education and experience.
2. **Experience:** Minimum of three to five years database management, preferably with Donor Perfect or other CRM databases, with direct responsibility for donation processing, report generation, and data imports

3. **Skills:** Strong computer skills, with a proficiency in MS Office Suite (Word, Excel, Power Point, Outlook). Knowledge of records and data management principles. Experience with or knowledge of integrated databases.
4. **Other:** Highly organized and detail-oriented, with an ability to respond to multiple priorities. Impressive attention to detail and accuracy. Can function in an environment that requires multi-tasking and prioritizing of demands and commitments. Ability to work independently and exercise tact and discretion. A commitment to confidentiality and front-line customer service is vital.

TO APPLY

Email your Resume and a Letter of Introduction to knox.financedirector@utoronto.ca by **Friday August 13, 2021**, the subject line to read: Database Administration.

We thank all applicants for their interest, however, only those selected for an interview will be contacted. No phone calls please.

Knox College is an Equal Opportunity Employer.