



Job Posting

Job Title:	Donor Services & Database Specialist
Reports to:	Director, Fund Development, Community Impact and Engagement
Department:	Fund Development
Employment Status:	Part-Time, Permanent (22.5 hours per week). Flexibility to work evenings and weekends is required
Location:	On-site/Community; Burlington, Ontario
Compensation band & range:	Professional 3, Administrative – salary range \$ 27.21 to \$ 32.66 per hour

About the Organization

Carpenter Hospice is an 11-bed home in the heart of Burlington that offers resident-based care to individuals in the last stages of their lives, and community-based programs for individuals dealing with grief or a life-limiting illness.

Job Summary

The Donor Services & Database Specialist is responsible for maintaining accurate, complete, and timely donor and fundraising information within DonorPerfect and related information systems. The role ensures data integrity, confidentiality, and accessibility while supporting gift processing, receipting, acknowledgements, reporting, data quality, and records management.

The successful candidate is highly detail-oriented, organized, and responsive, with strong database, data-management, and administrative skills. They will be comfortable working with DonorPerfect and Microsoft Office applications, particularly Excel, and will demonstrate sound judgment and discretion when handling sensitive donor, financial, family, and organizational information. The position requires the ability to work independently, manage competing priorities, identify and resolve discrepancies, and meet time-sensitive requirements while maintaining a high degree of accuracy.

Duties and Responsibilities

- Manage and maintain accurate, complete, and timely donor and fundraising information within DonorPerfect and related databases.
- Administer donor records in DonorPerfect, ensuring data integrity, accuracy, consistency, security, confidentiality, and accessibility.
- Perform data entry, validation, reconciliation, updating, and quality-control activities.
- Support DonorPerfect database maintenance, updates, system enhancements, and data migration activities, ensuring information is accurate and complete.

- Maintain donor and fundraising records related to annual giving, major gifts, capital campaigns, planned giving, events, and other fundraising activities.
- Coordinate donor gift processing and acknowledgement activities, including gift entry, gift receipts, acknowledgement letters, and related correspondence.
- Ensure receipting and acknowledgement processes are accurate, timely, and consistent with applicable charitable requirements.
- Respond to donor and stakeholder inquiries professionally and promptly, providing accurate information regarding donations, receipting, records, and related procedures.
- Prepare statistical reports, data summaries, donor lists, and other information from DonorPerfect and other systems to support program, corporate, regional, and organizational reporting requirements.
- Identify and investigate data discrepancies, inconsistencies, and process gaps, and implement appropriate corrections and improvements.
- Develop, document, and maintain consistent procedures for DonorPerfect administration, records management, reporting, and information-management functions.
- Handle sensitive donor, family, financial, and organizational information with professionalism, discretion, and confidentiality.
- Collaborate with staff, volunteers, communications, and other stakeholders to support fundraising, donor engagement, events, and promotional initiatives.
- Manage competing priorities independently, meeting deadlines while maintaining a high level of accuracy and attention to detail.
- Perform other duties as required to support hospice operations.

Qualifications and Job requirements

- Post-secondary education in a related field such as Information Systems, Database Administration, Data Management, Business Administration, Computer Science, or a related discipline, or an equivalent combination of education and relevant experience.
- Experience working with databases, records management, data entry, data quality, reporting, or related information-management functions.
- Experience with DonorPerfect is an asset; demonstrated ability to learn and effectively use donor database software is required.
- Strong data-management skills with exceptional attention to detail and a demonstrated commitment to accuracy and information integrity.
- Knowledge of charitable receipting requirements and applicable Canada Revenue Agency guidelines for registered charities is an asset.
- Strong organizational and time-management skills, with the ability to prioritize competing demands and meet deadlines with minimal supervision.
- Excellent written and verbal communication skills.
- Strong customer service skills, with the ability to respond professionally and effectively to donor, volunteer, staff, and stakeholder inquiries.
- Proficiency with Microsoft Office applications, particularly Excel, Word, Outlook, and PowerPoint is an asset.



- Ability to work collaboratively with staff, volunteers, donors, event organizers, and internal and external stakeholders.
- Demonstrated ability to work independently, exercise sound judgment, and take initiative within established procedures.

Working Conditions

- Interacts with staff, volunteers, and donors.
- Significant computer use in an office environment requiring extended periods of sitting with exposure to frequent interruptions.
- Flexibility to work occasional evenings and weekends to support hospice activities and operational requirements.
- Ability and willingness to travel occasionally, as required.

Hours of Work

Monday to Friday, twenty-two and half (22.5) hours per week.

Equity and Accessibility Statement

Carpenter Hospice is committed to fostering an inclusive, respectful, and accessible workplace. We welcome applications from individuals of all backgrounds and are committed to providing accommodation throughout the recruitment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

How to Apply

Please submit your resume and a cover letter to **hr@thecarpenterhospice.com** and use the subject line: **[Job Title] Application – Your Name**. We appreciate the interest of all applicants. However, only those selected for an interview will be contacted. Reference check will be conducted for potential candidates and the information collected will be used in making the final hiring decision.