

Overview

The Donor Care Specialist role is a full-time position located in Mississauga, Ontario.

Reporting to the Director of Operations and Donor Care, the *Donor Care Specialist* provides support to the Donor Services and Finance departments and is part of a team responsible for data entry and donation processing - including preparing bank deposits, gift adjustments, donor inquiries, timely follow-up on lapsed donor payments, and maintaining database records. The ideal candidate will bring experience working with Raiser's Edge NXT donor management software, possess an understanding of the non-profit sector and have exceptional organizational and customer service skills.

Key Responsibilities

Gift Processing and Administration:

- Receive, sort, and distribute incoming daily mail.
- Processes by batch a high volume of cheques, credit cards, E-transfers, and online donations.
- Ensures donations maintain gift details and are processed in an accurate and timely manner.
- Maintains a comprehensive filing system of gift records and supporting information.
- Produces and distributes donor correspondence and assists with department mailings.
- Assists with email bounce backs, and correspondence opt-in/opt-outs.
- Assists in quality control efforts by providing assistance in database clean ups.
- Following appropriate procedures, creates records for new donors and makes necessary changes or updates to existing donor records, including adhering to Canada Post addressing guidelines.
- Maintains accurate names and constituent relationships for stewardship and donor recognition.
- Protects confidential donor and organization information in a variety of formats including network files, digital images, and physical files.

Donor Care:

- Provides excellent donor service as an initial point of contact for donors with gift processing inquiries and requests regarding donations, including general ERDO phone calls and emails from donors.
- Keeps up to date with information on all aspects of ERDO's current programming and campaigns in order to answer any related enquiries.

Financial Reconciliation and Recovery:

- Assists with audit requests.
- Works with the Finance Department to coordinate accurate deposit information and resolve any gift processing discrepancies, provides backup documentation when needed.
- Completes gift adjustments on payment declines and NSF's, or as requested to correct any irregularities.
- Assists with quality assurance of gift entry by identifying and resolving gift processing issues, opportunities, and inconsistencies promptly, contacting donors directly to complete payment of their gift.

Qualifications

Core Competencies:

- Detail-oriented individual with proven accuracy and ability to audit work, who thrives when working with data.
- Exceptional organizational and problem-solving skills, with the ability to work effectively, sensitively, and confidentially.
- Ability to prioritize and organize multiple simultaneous gift and data entry projects in a fast-paced environment.
- Excellent interpersonal skill set, with experience working in a flexible and collaborative small team environment.
- Proven experience in excellent customer service and stewardship skills.
- Strong communication skills, both oral and written.
- A proactive and confident self-starter, with the ability to think critically.
- Commitment to the Mission, Vision, and Core Values of ERDO.

Experience:

- Two or more years experience in a similar role using Raiser's Edge or comparable CRM.
- Post-secondary diploma or degree preferred.
- High-level proficiency in MS tools including MS Excel and Word.
- Accounting/bookkeeping knowledge an asset but not required.
- Bilingualism (French) an asset.

Why Choose ERDO?

Established in 1983, ERDO is the humanitarian agency of the Pentecostal Assemblies of Canada. Our mission is to passionately respond to the practical needs of people living in poverty and crisis around the world. Our vision is to seek Christ-motivated community and individual transformation by meeting basic human needs and fostering social, economic and spiritual potential. We do our work and seek to honour God through our core values: Integrity, Excellence, Dignity, Collaboration, Compassion and Gratitude. With over 40 years of development experience, ERDO serves children and their families in more than 30 developing countries through community development, crisis response and child sponsorship. We are also recognized by Charity Intelligence as one of the "Top 100 Rated Charities in Canada."

As an employer, we provide the following:

- Competitive compensation package commensurate with experience which includes salary and paid vacation.
- Comprehensive benefits for you and your dependents, which include health, dental, and insurance.
- A defined benefit pension plan, with employer-matched contributions.
- 10 Paid Personal Emergency Leave days per year.
- 5 Paid Flex days per year.
- Flexible work arrangements.
- Professional learning and development opportunities.
- Weekly chapel services.

How to Apply For This Role

Resume review begins on *November 3, 2025*, but we will continue to accept applications until we find the right candidate. Interested candidates should forward their resume and cover letter to

DonorCare.Specialist@erdo.ca with subject line – Donor Care Specialist. In your cover letter, please explain how your application aligns with ERDO's mission, vision and values. Please email your resume and cover letter as one .pdf or .docx file.

ERDO strives for an inclusive recruitment process; and welcomes and encourages applications from candidates with disabilities. Accommodations are available upon request for candidates taking part in the selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

ERDO – 2450 Milltower Court, Mississauga ON L5N 5Z6 – www.erdo.ca