Database and Digital Gift Processing Officer

THE OPPORTUNITY

Reporting to the Chief Information Officer, the Database and Digital Gift Processing Officer is a hybrid role supporting both Business Intelligence and Finance teams at the Foundation. This position is a partnership between the two teams, providing operational data support, maintaining data quality, and managing the accurate processing of online and electronic donations.

On the Business Intelligence side, the role supports data quality, imports/exports, coding, and ongoing database maintenance to ensure reliable reporting and strong data governance. On the Finance side, the role focuses on the accurate and timely processing of online and electronic gifts, monitoring integrations and connectors, and ensuring that digital donations flow correctly between fundraising and financial systems.

This position plays a critical operational role, ensuring the integrity of fundraising revenue, donor data, and financial reporting across systems. The successful candidate will be comfortable working with structured data, following established procedures, troubleshooting issues, and identifying opportunities to improve efficiency and accuracy.

The ideal candidate is detail-oriented, highly organized, and comfortable moving between technical data tasks and financial processing workflows. This role is well suited to someone who enjoys maintaining strong operational standards, supporting multiple teams, and ensuring that data and systems remain accurate, connected, and reliable.

ABOUT US

North York General Foundation (NYGF) raises and stewards philanthropic support that enables North York General (NYG) to be **Here for Life** for its growing and diverse community. Exceptional care at every stage of life requires exceptional philanthropy, and NYGF is proud to partner with donors who recognize the vital role NYG plays in caring for people through life's most defining moments. Recognized by *Newsweek* as Canada's #1 community academic hospital for eight consecutive years, NYG serves nearly 500,000 people across one of Toronto's fastest-growing and most diverse regions.

This is a pivotal time for NYGF and the hospital, as we enter an unprecedented period of transformation that includes doubling the hospital campus and launching a $400M+ campaign—the largest and most ambitious philanthropic effort in NYG's history. Philanthropic investment supports both urgent priorities, such as modernized facilities, leading-edge equipment, and innovative technology, and long-term initiatives that will transform care across the lifespan. These investments strengthen access, equity, and patient experience today, while shaping scalable models of care for the future.

Business Intelligence and Data Support
- Support data quality initiatives, including deduplication of constituent records and ongoing data hygiene activities
- Assist with basic coding tasks, queries, and data transformations as needed to support reporting and operational needs
- Perform routine data imports and exports between systems, ensuring accuracy and adherence to established processes
- Troubleshoot data issues and work with other internal teams to resolve discrepancies
- Provide ad hoc data support for projects, audits, and operational requests as they arise
- Follow data governance standards and document processes where required

Finance and Gift Processing Support
- Complete timely and accurate entry of donations received through online giving platforms including FundraiseUp and Funraisin. This includes downloading daily gift files, performing data clean-up in Excel, and preparing files for import using ImportOmatic and related tools.
- Run and monitor gift processing connectors and integrations, including Omatic and SimpliPhi, ensuring data flows accurately between fundraising and financial systems.
- Verify that downloaded and imported data is complete, accurate, and processed without error. Investigate and resolve missing or inaccurate information in collaboration with key internal stakeholders.
- Prepare daily and monthly reconciliation summaries for Finance review.
- Monitor and validate digital gift imports and system integrations by generating exception reports, resolving discrepancies with Finance, and ensuring compliance with established internal control procedures.
- Provide additional database and operational support as required, including record merges, address updates, data clean-up initiatives, and other Finance-related system tasks.

QUALIFICATIONS AND EXPERIENCE

- Post-secondary education in data, finance, accounting, information systems, fundraising administration, or equivalent practical experience.
- Minimum 3 years of experience working with donor databases, gift processing, data imports, and CRM systems within a fundraising or nonprofit environment.
- Strong working experience with Raiser's Edge NXT is required.
- Hands-on experience with online giving platforms such as FundraiseUp and Funraisin is strongly preferred.
- Experience using data integration and import tools such as ImportOmatic, Omatic Cloud, SimpliPhi, and NXT plug-ins is considered a strong asset.

- Demonstrated experience managing daily gift files, preparing import templates, validating data accuracy, and troubleshooting import errors.
- Proficiency with Microsoft Excel and the broader Microsoft 365 suite, including experience performing data clean-up, validation, and reconciliation tasks.
- Understanding of fundraising operations, gift coding standards, donor data best practices, and privacy regulations.
- Proven ability to manage multiple operational priorities with a high degree of accuracy, organization, and attention to detail.
- Comfortable working independently while collaborating closely with Finance, Development, and Business Intelligence teams.

SKILLS AND COMPETENCIES

- Strong attention to detail and commitment to data accuracy
- Comfortable working with structured data and technical processes
- Able to follow established procedures while identifying opportunities for improvement
- Strong organizational skills and ability to manage multiple tasks across BI and Finance
- Clear communicator who can work effectively with technical and non-technical colleagues
- Curious, adaptable, and willing to take on new tasks as the role evolves

Hiring Range: $70,000 to $80,000

FOR MORE INFORMATION

All inquiries and applications will be held in strict confidence. Interested candidates should send their resume and letter of interest to foundationcareers@nygh.on.ca no later than Friday, April 3, 2026. Applications will be reviewed on a rolling basis.

This role is required to be in-office 2 days a week in the Foundation office located at 2 Buchan Court.

At NYGF, we are committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community in which we live, including those with disabilities. NYGF is committed to providing accommodation in all parts of the hiring process. If you require accommodation, we will work with you to meet your needs.