



**FIGHTING
BLINDNESS
CANADA**

Manager, Donor Database & Systems

Reports to: Vice President, Philanthropy

Role Type: Full-time, permanent

Work Environment: Hybrid – as per Fighting Blindness Canada’s (FBC) policies – a min of 2 days in the Toronto office (subject to change and as the duties and responsibilities of the role apply)

Salary Range: \$74,000 - \$94,000 per year for 40 hours per week.

About Fighting Blindness Canada (FBC). FBC is the largest charitable funder of vision research in Canada. Over our 50+ year history, FBC has contributed critical funding for the development of sight-saving treatments and cures for blinding eye diseases. We are also an invaluable resource for individuals and families impacted by blindness, providing accurate eye health information through our website and education events, as well as engaging with government and other stakeholders to advance better vision health policies.

About the Role. Reporting to the Vice President, Philanthropy, you will manage the organization’s data management strategy, support all departments in the use of FBC’s fundraising and relationship management system, and be a tough partner for the fundraising and mission team by providing critical analysis. You will work closely with the Administrative Coordinator, ensuring that the role supports the data processing needs of the organization. In this role, you will be responsible for all aspects of the system, including negotiations with critical vendors, and managing the budget of the department. This management role will require a proactive approach to problem-solving across many departments of the organization.

KEY RESPONSIBILITIES

Percentages indicate approximate focus areas

1. Data support and analysis (10%)

- Work with other FBC departments to find data driven solutions to support more efficient and effective fundraising and mission work.
- Align information systems to track and report on key performance indicators focusing on automation as much as possible
- Collaborating with the Fund Development team to implement fundraising campaigns and strategies.
- Provide analysis of results data to add context to the numbers. This will require an understanding of best fundraising practices and the wider fundraising context in Ontario.
- Ensuring best-in-class expertise, data reporting, and regulatory compliance.
- Leading data quality initiatives and supporting cross-functional teams within the organization.
- Maintaining donor-centric approaches and ensuring effective donor relationships.
- Utilizing technology and emerging technologies to optimize fundraising operations and donor relations.



2. Management of the database (Blackbaud Raisers' Edge NXT) (50%)

- Overseeing the accuracy, efficiency, and confidentiality of all data related to donor contributions and fundraising activities.
- Develop and implement business rules/policies & procedures pertaining to data entry and processes for Raiser's Edge to provide accurate and consistent data
- Manage the relationship with KCK Global and Blackbaud, the vendors responsible for our donor database, including contract negotiations
- Support the Administrative Coordinator role to performing data hygiene tasks and performing routine database work
- Managing the FBC General Fundraising budget. Developing annual budget, monitoring budget versus actual expenses during the year, forecasting expenses in the summer and fall.
- Ensure data integrity and hygiene by developing monthly maintenance schedule to review and merge duplicate records
- Set up new user accounts with assigned security level
- Train new users on navigation, data entry formats, and provide tutorial on each tab within database
- Liaise with KCK Global on the maintenance of the database to have accurate records to affect communications to our constituents (direct mail, prospects, volunteers, events).
- Works with finance and accounting to reconcile revenues from Raisers' Edge and Quickbooks
- Develop and run queries, exports and reports for all programs within organization to assist with planning, forecasting and status reports
- Set up Dashboards for ongoing organizational reporting
- Perform global updates, changes to constituent records including adding actions
- Exporting segments of constituents from Raiser's Edge to import into MailChimp in order to sync the two databases

3. In-house gift processing (20%)

- Process non-payment gifts (donations, sponsorships, registrations)
 - Enter/Verify donor information with online platform OR
 - Enter donor information into Raiser's Edge and link to appropriate proposal or event
- Issue tax receipts or acknowledgement letters for gifts received in-house
- Importing on-site revenue into Raiser's Edge
- Issuing refunds made using online platforms

4. Setting up and managing fundraising and education event registrations and donations (10%)

- Works with event managers for workback schedules to launch online platforms
- Provide event managers with registration/fundraising, ticket purchase reports for year over year comparison on a weekly basis
- Re-issue tax receipts for event donors
- Works with Cornerstone/Deloitte to review data mapping and integration from online platforms with Raiser's Edge database
- Review and update business rules for offline donation processing
- Import donations and/or event registrations



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- Manage onsite registration process at events

5. Marketing support (10%)

- Develop automated process for onboarding – new subscribers to ENEWS
- Set up new subscribers to events to automatically update lists within MailChimp
- Develop automated email for welcome packages
- Create new users and assign security levels
- Establish data management tools and campaigns to maintain proper active lists

QUALIFICATIONS:

- Diploma or bachelor's degree in a relevant field or equivalent combination of education and experience.
- 3–5 years of experience in data processing at a registered charity.
- Demonstrated expertise working with Blackbaud's Raisers' Edge (mass importing, exporting, creating and running queries)
- Strong organizational, project management, and problem-solving abilities; able to manage multiple priorities independently.
- Experience managing or supervising direct reports, including setting goals and providing feedback.
- Experience with budget development and financial monitoring, including forecasting and variance analysis.
- Excellent interpersonal and communication skills, with demonstrated ability to collaborate across departments and support staff at all levels.

If you are seeking an exciting challenge, with a dedicated team at a vision loss organization, please send your resume, along with a cover letter to Jobs@FightingBlindness.ca. **Submissions must be received by May 31, 2026.** Applications will be reviewed as they are received if the right candidate is found we may close the posting early.

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

Fighting Blindness Canada is an equal opportunity employer and supports applicants with disabilities. Accommodations are available upon request throughout the recruitment process. Please email your request for accommodation with your application.