



**HILL HOUSE  
HOSPICE**

Charitable Business No. 869834648 RR0001  
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 T: 905-737-9308

<b>Job Description: Data Entry Clerk</b>
<b>Job Title:</b> Data Entry Clerk
<b>Reports to:</b> Director of Development
<b>Direct Reports:</b> N/A
<b>Salary:</b> \$65,000
<b>About Hill House Hospice</b>
<p>Hill House Hospice provides expert medical care and compassionate support to individuals facing serious illnesses, ensuring they can live life to the fullest in a home-like setting. Thanks to the generosity of donors, community partners, and government funding, our hospice delivers high-quality care with dignity and respect in the final stage before death. These services are provided at no cost to residents and families. Hill House has embarked on a \$13 million capital campaign to build a new 12-bedroom hospice. We expect to have a new building in 2030.</p>
<b>Job Purpose</b>
<p>As the Data Entry Clerk, you play a vital role in supporting the operational effectiveness of Hill House Hospice by ensuring the accurate, timely, and confidential entry of donations and constituent data across fundraising and administrative systems. You are detail-oriented, organized, and dependable, with a strong commitment to donor service and data integrity. Your work directly supports the Philanthropy team, including Capital Campaign, Planned Giving, Annual Giving, Signature Events, and Third-Party Events, as well as donor stewardship and financial accountability. Through your attention to detail and commitment to accuracy, you help ensure the success of fundraising and administrative operations, enabling Hill House to continue providing compassionate care to residents and families.</p>
<b>Key Responsibilities</b>
<p><b>1. Gift Processing and Data Entry (Raisers Edge)</b></p> <ul style="list-style-type: none"> <li>• Receive, open and process daily mail donations in accordance with internal controls.</li> <li>• Accurately enter gifts, pledges, recurring donations and constituent data into Blackbaud Raiser’s Edge.</li> <li>• Apply correct gift types, funds, campaigns, appeals, tribute details and solicitor information.</li> <li>• Process online donations received through Raisin and import or manually enter data into Raiser’s Edge as required.</li> <li>• Set up and manage recurring (monthly) gifts.</li> <li>• Set up Capital Campaign pledges, including processing pledge payments.</li> <li>• Prepare and issue thank-you letters and tax receipts, capital campaign pledge reminders, and business acknowledgements by mail or email.</li> <li>• Answer incoming telephone calls, provide information as appropriate, and direct calls within the hospice.</li> <li>• Respond to and process telephone donations and donation-related email inquiries.</li> <li>• Prepare deposits of cheques and cash and ensure weekly delivery to the bank.</li> <li>• Prepare and deliver outgoing donor mail to Canada Post on a daily basis.</li> <li>• Assist with the entry of donation information from special events.</li> </ul>

- Monitor and print stationary (envelopes, business reply envelopes, letterhead) needed for gift processing.

## **2. Tribute Donations**

- Process all tribute (memorial and in honour) donations received online through Raiser and accurately record them in Raiser's Edge.
- Process tribute gifts received by mail and telephone, ensuring accurate entry of donor, honouree, and notification information.
- Apply appropriate tribute types, funds, campaigns, and appeals in Raiser's Edge.
- Create and maintain complete and accurate tribute records, including honouree details, relationships, and notification preferences.
- Generate, prepare and mail tribute acknowledgement cards, letters, or summary notification lists to designated recipients in a timely and sensitive manner.
- Ensure tribute gifts are receipted correctly and acknowledgements are issued in accordance with organizational policies and Canada Revenue Agency guidelines.
- Respond professionally and compassionately to donor and family inquiries related to tribute and memorial gifts.
- Maintain confidentiality and sensitivity when handling tribute-related donor information.

## **3. Data Quality, Integrity, and Database Management**

- Maintain accurate, complete and up-to-date constituent records in Raiser's Edge.
- Review data for completeness, accuracy, and consistency before and after entry.
- Identify, prevent and resolve duplicate records using Raiser's Edge best practices.
- Update constituent records with new contact information, relationships and preferences.
- Conduct routine data checks and periodic audits to ensure database integrity and reliability.
- Maintain secure and organized electronic and physical records in accordance with internal policies and procedures.
- Identify opportunities to improve data entry workflows and database efficiency.

## **4. Reconciliation and Financial Support**

- Reconcile daily, monthly, and campaign-related gift batches in collaboration with the Executive Director, Philanthropy and Finance teams.
- Ensure physical donations align with recorded database entries and resolve discrepancies promptly.
- Support month-end and year-end reconciliations, receipting reports, annual audit requests, and annual fiscal year budget planning.

## **5. Reporting and Queries**

- Run standard and ad hoc queries and reports in Raiser's Edge to support fundraising, stewardship, and campaign tracking.
- Compile and distribute reports as requested by the fundraising team.

## **6. Compliance, Privacy and Confidentiality**

- Ensure all donation processing and receipting complies with Canada Revenue Agency guidelines.
- Adhere to privacy legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA).
- Follow internal controls, standard operating procedures and data security procedures to safeguard donor information.

**7. Collaboration and Communication**

- Work closely with the Philanthropy and Capital Campaign teams to ensure timely and accurate gift entry and donor acknowledgement.
- Communicate effectively with internal stakeholders to resolve data-related issues.
- Liaise professionally with donors, families, staff and volunteers as required.

**8. Other Duties**

- Provide administrative and database support for special campaigns and fundraising initiatives.
- Perform other related duties as assigned.

**Qualifications, Abilities, and Assets**

- High school diploma required; post-secondary education or coursework in administration, data or fundraising management, or a related field is an asset.
- Strong proficiency with database systems used in fundraising, Raisers Edge experience is preferred.
- Proven experience in data entry, in a fundraising or nonprofit environment.
- Project management background is an asset.
- Proficiency in computer skills, including Google Suite and Microsoft Office applications.
- Must have valid Ontario driver's licence and access to a vehicle for bank and post-office drop offs.
- Superior organizational skills and exceptional attention to detail to ensure the integrity of donor information and financial records.
- A customer-focused mindset to provide support to donors and internal stakeholders with professionalism and empathy.
- Strong problem-solving skills to identify and address discrepancies and contribute to process improvements.
- Commitment to upholding ethical standards in fundraising practices and adherence to relevant data protection and Canada Revenue Agency regulations.
- Commitment to confidentiality and handling sensitive donor information with discretion.
- Effective communication skills, both written and verbal, to collaborate with team members and address donor inquiries professionally.
- Ability to work independently, and collaboratively as part of a team, especially with fundraising and finance teams.

**Working Hours**

- Monday to Friday, 9:00 am to 5:00 pm.
- Occasional evenings or weekends during busy fundraising/marketing cycles (i.e. December Year-End, May Walk).

**Benefits**

- Health and dental benefits.
- Bring Your Own Device (BYOD) phone allowance.
- Four weeks vacation.
- Registered Savings Plan (RSP) matching program following a qualifying period of employment.

**Application**

- Kindly submit an email cover letter and attach your resume to: Joanne Giannakopoulos, CFRE, Director of Development, at joannegiannakopoulos@hillhousehospice.com.
- Applications will be reviewed as they are submitted.