



*Donor Relations & Gift Processing Coordinator*  
*Full-time Permanent*  
*Toronto*  
*Annual Salary Range: \$65,915- \$82,394*  
*Closing Date: April 10, 2026*

## **Making a lasting impact. Work with purpose.**

Join one of Canada's Top 10 Charities of Impact. Indspire is a national Indigenous charity that invests in the education of First Nations, Inuit, and Métis students, empowering individuals, strengthening communities, and building a stronger country for all.

Indspire is seeking a replacement Donor Relations and Gift Processing Coordinator. This role is a vital member of Indspire's development team, responsible for performing various donation-related tasks in Indspire's fundraising database including gift entry, receipting, donor stewardship and supporting the management of incoming phone calls and email messages.

## **Key Responsibilities**

In this role, you'll be:

- Processing and receipting all incoming offline, one-time gifts and working with the Database Manager to ensure proper coding.
- Picking up, sorting and distributing mail as appropriate with a priority on all donations being opened and processed.
- Depositing all incoming cheques and processing all incoming credit card donations.
- Working with Database Manager to troubleshoot donor inquiries with gift processing issues.
- Managing the ongoing updates and monthly processing of Indspire's monthly donor file.
- Executing monthly program-related adjustments, cancellations, and new pledge creation in the database.
- Making follow up calls and sending letters to monthly and one-time donors for updated donation information as necessary.

- Processing incoming telemarketing files manually into the database.
- Receiving and responding to email and phone inquiries from donors in a timely and professional manner.
- Monitoring public email inboxes and responding to a variety of messages; categorizing and tracking emails in the database and providing reports on email volume and trends.
- Communicating with donors and constituents on the nature of Indspire's work.
- Updating donors contact and biographical information in the database in accordance with database business rules.
- Locating and researching specific donations in the database, and relaying information to donors and/or Finance by phone and/or email.
- Responsible for thank-you calls to donors.
- Providing backup administrative support as required.

## **Qualifications**

- Post-secondary degree in a related field.
- Minimum two years relevant experience.
- Minimum one year of experience with Raiser's Edge (or other fundraising database) and proficiency in MS office suite, particularly Microsoft Excel.
- High level of computer competency with ability to learn new systems quickly.
- Strong organizational, analytical and problem-solving skills.
- Knowledge of compliance requirements relevant to charitable sector (i.e. CASL, CRA, PCI, PIPA, PIPEDA).
- Process orientated, understanding of database controls and industry best practices.
- Critical thinker with a focus on continuous improvement.
- Strong interpersonal and the ability to communicate effectively with donors,
- Ability to effectively coordinate multiple priorities, deadlines while maintaining attention to detail.
- Collaborative team player that displays initiative.
- Ability to work with sensitive and confidential information.
- Possesses sound judgment, decision-making, and resourcefulness.
- Knowledge of and experience in Indigenous communities preferred and openness to engaging in cultural competency training.
- Ability to communicate in French considered an asset.

## **What We Offer**

- A competitive benefits and pension plan.
- 3 weeks' vacation with paid personal and sick days as well as additional holiday closings.

- A passionate, dedicated team culture.
- Opportunities for professional growth and cultural learning.
- The chance to make a real and lasting difference in the lives of Indigenous students.

## How to Apply

To apply, please visit:

<https://indspire.applytojobs.ca/development/46254>

Indspire is committed to ensuring an equal opportunity and barrier-free recruitment process. Accommodation is available to all applicants upon request. Please contact us via email at [hr@indspire.ca](mailto:hr@indspire.ca).

Please note that this employer uses artificial intelligence tools to assist in screening and assessing applicants for this publicly advertised position.

To learn more about Indspire, visit <https://indspire.ca>

**Deadline for Applications: April 10, 2026, at 5:00 pm EST**