

Data Operations & Systems Analyst

Job Posting

We are seeking a Data Operations & Systems Analyst to join the Finance and Operations Department. This position would primarily be responsible for the maintenance, and analysis of data and systems, helping to lay the foundation for data-driven decision-making, enhancing the overall efficiency of the Foundation's operations, and ensuring effective leveraging of its data and systems to maximize value and benefits. This position reports to the Senior Manager, Data Operations & Systems.

The Canadian Women's Foundation is a national leader in the movement for gender equality in Canada. Through funding, research, advocacy, and knowledge sharing, we work to achieve systemic change. We support women, girls, and gender-diverse people to move out of violence, out of poverty, and into confidence and leadership. Since 1991, our generous donors and supporters have contributed more than \$185 million to fund over 3,000 life-transforming programs throughout Canada. For more information about the Foundation, visit our [website](#). To learn more about what we offer to employees and why you should apply, visit [Work With Us](#).

We strongly encourage applications from women, Two Spirit, trans, and non-binary people who identify as Black and/or racialized, First Nations, Métis, and Inuit, living with disabilities, and/or members of 2SLGBTQI+ communities.

Key Duties and Responsibilities

The position is responsible for the following activities including, but not limited to:

1. Data and Systems:

- Handle data imports and exports between systems (Raiser's Edge and Luminate Online and other third-party fundraising platforms) utilizing Omatic software to create templates and transform data for accuracy and consistency.
- Conduct routine database maintenance and other quality control procedures to uphold data integrity and enhance efficiency.
- Assist in the development and implementation of new features and enhancements within the systems.
- Automate workflows using tools such as Workflow Designer in Raiser's Edge and Microsoft tools and Power Apps.

- Use Raiser's Edge to create donor/supporter segments and lists for targeted campaigns, and communications.
- Create, monitor, and optimize online donation and survey pages, ensuring they are functional, user-friendly, and effectively capturing donor information.
- Assist implementation and enforcement of data governance best practices, including data quality standards and data privacy, and set up of staff user roles and permissions in systems.
- Cross training with data team colleagues to back up job functions and support day to day operations.
- Support special projects as they arise.
- Other duties as required

2. Data Analysis and Reports:

- Use queries and other database tools to extract, transform, and load (ETL) data for analysis, converting data into a format suitable for analysis, which might include categorizing, aggregating, or normalizing the data.
- Create and maintain user-friendly reports and visualizations/dashboards using tools like Raisers Edge, Power BI, and Excel, and produce standard and ad hoc reports for various stakeholders.

3. Stakeholder Collaboration:

- Work closely with other departments to understand their data and system needs.
- Provide training and support to staff on data-related best practices and system usage, new features, and pro-actively communicate opportunities to enhance our donor record information.
- Offer insights and recommendations based on data analysis to inform decision-making.
- Regularly collect feedback on system performance and processes for potential improvements.

4. Continuous Improvement:

- Provide operational support and trouble shooting for applications including CRM and related business software and tools.
- Attend webinars, workshops, and conferences to stay updated on the latest data and system management technologies/trends in the non-profit sector.
- Assist with development of coding structures, data and system standards, practices, and processes, documenting updates as changes are made.
- Regularly review the Omatic integration to ensure functioning as expected, adjusting integrations accordingly.
- Stay updated with new features or updates from Blackbaud (Raiser's Edge and Luminate Online) and Omatic to leverage any enhanced capabilities they offer.

Qualifications and Experience

- A college diploma or university degree, or an equivalent combination of education and relevant work experience.
- At least 3 years of experience with CRM systems, preferably using Raiser's Edge NXT in a not-for-profit organization and knowledge of Blackbaud products, Luminate Online/TeamRaiser, and tools such as Omatic software.
- Proficiency in Microsoft Office 365 and PowerBI.
- Preferred: Experience in the not-for-profit sector
- Preferred: bCRE-Pro Blackbaud Certification in Raiser's Edge.

Skills

- 3+ years of experience with CRM systems and database applications
- Proficient in data entry, maintenance, and analysis, as well as database administration, including global changes, data imports, segmentation, query development and optimization.
- Demonstrated analytical skills, proficiency interpreting and presenting data and with meticulous attention to detail.
- Excellent organizational, planning, and administrative skills.
- Effective communications skills, both oral and written.
- Advanced proficiency in MS Word, MS Excel, MS PowerPoint, email, and calendar tools and internet.
- Skilled in data exporting with multi-criteria queries.
- Proficiency in Power BI, with a working knowledge of Microsoft Power Platform.
- Familiarity with integrations and importing tools such as Omatic Software, is an asset.
- Experience with an online fundraising interface such as Luminate Online, is an asset.
- Approachable, with strong listening skills and the ability to understand and address colleagues' concerns and interests.
- Results-oriented with effective workload prioritization and deadline management.
- Demonstrated initiative, and problem-solving capabilities.
- Exhibit sound judgment and integrity, tact, and diplomacy.
- Proficient in both independent and collaborative work.
- Adept at making creative, informed decisions through data evaluation.

Expectations and Conditions

The chosen candidate will be able to start work as soon as possible and would complete a three-month probation period.

Compensation

The salary range for this position is **\$55,000 to \$60,000**. Comprehensive health and dental benefits are included, as well as professional development opportunities. We offer 18 health days and 4 weeks vacation per year. This is a **full-time, one-year contract position** with the possibility of becoming permanent.

Job Location

Depending on the location of the successful candidate, this position could be remote, hybrid or in office. Our head office is in Toronto, ON but we are seeking candidates from anywhere in Canada. Some travel within Canada may be required.

Apply Today by Submitting:

- A one-page cover letter outlining why you want to be part of the Canadian Women's Foundation and briefly summarizing your key skills and relevant experience.
- A resume that provides an overview of your work, education, and volunteer experience.

The deadline for submission is **8:00 PM EST on Thursday, November 30, 2023**. Please email the document to humanresources@canadianwomen.org and indicate "**Data Operations & Systems Analyst**" and quote reference number "**OP-004**" in the subject line.

Applications will be reviewed on an on-going basis. Early applications are highly encouraged.

Canadian Women's Foundation Commitment to Equity

The Canadian Women's Foundation is strongly committed to equity in employment and seeks to attract, select, and hire a diverse team with a high level of professional skills, passion for and belief in our vision and mission. We aim to be inclusive of diverse people across gender and sexuality spectrums. This includes people who identify as women, girls, trans, Two Spirit, genderqueer, non-binary, and 2SLGBTQI+. If comfortable, we encourage candidates to share information about their identities, lived experiences, and the communities they are part of in their cover letter.

The Canadian Women's Foundation adheres to Canadian Human Rights legislation and will provide accommodation to candidates during any part of the interview or hiring process, if requested.

We thank all applicants for their interest. However, only those selected for a first

interview will be contacted. We anticipate two rounds of interviews before the successful candidate is selected.