

We are hiring !

Gift Processing and Donor Relations Coordinator

Permanent, full-time position

Why work at Maison St- Raphaël?

For a dynamic and innovative environment

- You will strengthen the community's commitment to the importance of palliative care.
- You'll contribute to providing unique and essential services, offered free of charge to the entire Montreal community.

For human connection

- You'll witness daily the impact of our services on the well-being of individuals at the end of life and their loved ones.
- You'll collaborate with dedicated multidisciplinary professionals committed to offering care marked by humanity and dignity.

For an exceptional workplace

- You'll enhance your quality of life in a bright, calm, and modern environment located in a green neighborhood.
- You'll enjoy gourmet meals prepared by our chefs and offered at affordable prices.

Because at the end of life,
life still comes first.



Job description

Reporting to the Senior Manager, Philanthropic Development, and working closely with the Philanthropic Development team, the Gift Processing and Donor Relations Coordinator is responsible for ensuring the accurate management of donor data and gift processing. The incumbent also serves as the primary point of contact for donors and provides administrative and logistical support for philanthropic activities.

This role plays a central part in maintaining the integrity of the organization's fundraising database, ensuring the efficient processing of donations, and fostering positive relationships with donors.

Employment Conditions

- Salary between \$ 50 000 and \$ 60 000
- **Start date : August 2026**
- Full time, five (5) days per week
- Group Insurance
- Telemedecine service
- RRSP with Employer Contributions

Work location : 6005, Deacon Rd, Montreal

For more information : www.maisonstraphael.org

To apply

Please send your **resume** and **cover letter**
to cv@maisonstraphael.org,
Application deadline: August 14, 2026



Responsibilities

Gift Processing and Data Management

- Enter, verify, and process donations (online, by cheque, cash, or in-kind gifts);
- Maintain accurate and up-to-date records in the DonorPerfect database (contact information, transactions, credit cards, returned mail, etc.);
- Prepare and issue tax receipts, mailings, and invitations;
- Monitor and manage the physical donation boxes located throughout Maison St-Raphaël;
- Communicate with donors to resolve issues related to donation processing (incorrect contact information, declined credit card transactions, etc.).

Database Management and Optimization

- Serve as the organization's super user for the fundraising database and provide support to team members;
- Participate in CRM enhancement projects and help identify priorities for system optimization;
- Generate reports, queries, and data exports for internal teams;
- Document and maintain procedures for the effective use of the database while contributing to the establishment of operational priorities;
- Maintain high standards of data integrity by ensuring compliance with ethical and legal best practices related to data protection and gift administration (Quebec's Law 25, Canada Revenue Agency requirements, etc.).

Donor Relations and Stewardship

- Respond to incoming calls and manage the Philanthropy Department's general email inbox while providing excellent service to a variety of stakeholders;
- Draft and manage donor correspondence;
- Coordinate welcome package mailings and In Memoriam reports;
- Support the team with telephone and email fundraising initiatives (auctions, campaigns, etc.);
- Provide administrative and logistical support for philanthropic activities;
- Perform other related duties as required.

Requirements

- Minimum of two (2) years of experience in a similar role;
- College diploma (DEC) or bachelor's degree in administration or another related field;
- Excellent written and spoken French and English, with the ability to communicate effectively with all donors;
- Strong knowledge of a fundraising CRM (e.g., Prodon, DonorPerfect, Salesforce, Raiser's Edge);
- Proficiency with Microsoft Office applications;
- Strong organizational skills, attention to detail, autonomy, and discretion;
- Dynamic, adaptable, and a strong team player;
- Ability to respond to donor inquiries with empathy and professionalism;
- Knowledge of fundraising best practices.

Maison St-Raphaël

Maison St-Raphaël is a grassroots charitable organization with a dual vocation: a 12-bed palliative care home and the first palliative day centre in Montréal. We provide free, high-quality care and services to people living with an incurable disease, their loved ones and the bereaved.

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Application deadline: August 14, 2026

Please note that only those selected for an interview will be contacted.

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life still comes first.**

St Raphael  **Palliative Care Home
and Day Centre**