

## Donor Services Coordinator

Autism Ontario is a charitable organization with a history of over 52 years representing the thousands of people on the autism spectrum and their families across Ontario. Autism Ontario is the province's leading source of information and referral on autism, and one of the largest collective voices representing the autism community. Our mission is to create a supportive and inclusive Ontario for autism, and we value collaboration, respect, accountability and being evidence informed.

### Job Summary:

**Title: Donor Services Coordinator**

**Location:** This is a hybrid working position; must be willing to travel as required- either to our main office (1179 King St W, Suite #004, Toronto, ON, M6K 3C5) or Niagara office(7150 Montrose Rd, Niagara Falls, ON L2H 3N3)

**Hours:** 37.5hrs per week; requires evenings and weekends

**Salary:** \$59,000 - \$62,000

**Duration:** One-year contract

**Role:** New Vacancy

### Position Overview

#### Position Summary:

The Donor Services Coordinator will be responsible for ensuring accurate, timely, and efficient processing of all donations and fundraising activities. This role will coordinate donor data, oversee payment systems, reconcile revenue with Finance, support direct mail and email campaigns, and provide administrative support to the Fund Development team. The coordinator will play a key role in maintaining strong relationships with donors by ensuring all contributions are acknowledged, receipted, and recorded accurately.

### Key Responsibilities:

- Manage all Fund Development-related email communications through the CRM (fundraising, membership, and other campaigns).
- Contribute to the implementation and assessment of strategic goals specific to Autism Ontario's fundraising programs, ensuring alignment with organizational priorities.
- Export monthly reports from each platform, review donation details, reconcile dates, and prepare for data entry.
- Process donation payment including alternate payment devices (Square, TipTap).
- Ensure all donation data, including gift-in-kind (GIK) and EFT donations, is entered accurately and backed up in SharePoint.
- Operate as the primary contact for fundraising-related phone inquiries and memorial donations.
- Manage all external payment platforms, including:
  - Canadahelps, Benevity, My Tribute Gift, Square, RaceRoster, Just Giving, PayPal Giving, Campbrain, Charities Aid Foundation, United Way Greater Toronto, Impact (TruEarth), EchoAge.

- Ensure accurate reconciliation of online and offline revenue with Finance and bank statements, including monthly EFT and offline reconciliation.
- Store all bank deposits and financial documentation in SharePoint in a timely manner, while ensuring accuracy and confidentiality.
- Deposit all received cheques on a weekly basis or as needed at Autism Ontario's designated offices in either Niagara Region or Toronto.
- Maintain the operations of the organization's online store, including processing orders, monitoring payments, and ensuring accurate inventory tracking.
- Other duties as assigned.

### Qualifications:

- Post-secondary education in Fundraising, Nonprofit Management, Business Administration, Accounting, or a related field.
- Minimum 1-2 years of experience in a fundraising data management (for e.g. donation data entry, reconciling reports etc.), donor relations, or nonprofit administrative role.
- Experience working with CRM or donor database systems
- Good understanding of charitable fundraising regulations and best practices.
- Experience processing donations across multiple platforms is considered an asset.
- Exceptional attention to detail and high level of accuracy in data management.
- Strong organizational and time management skills with the ability to manage multiple deadlines.
- Familiarity with issuing charitable tax receipts in accordance with CRA guidelines (or relevant regulatory body).
- Strong communication skills and professional demeanor with donors and internal teams.
- Proficiency with Microsoft Office Suite, SharePoint, and fundraising software.
- Bilingual proficiency (French/English) is an asset.
- Demonstrated commitment to principles of social justice, neurodiversity, equity, inclusion, anti-racism, anti-Black racism, anti-ableism

Autism Ontario offers a great work-life balance, and a competitive benefits package. Some of the perks of joining our team include:

- Flex Hours and Hybrid working model
- 3 weeks' vacation, plus years of service days and 10 paid personal days
- Competitive Benefits Package with Healthcare spending account (including Health, Dental, EAP, Vision and more)
- RRSP/TFSA Matching Contribution Program
- Professional development opportunities
- In person team building activities
- A workplace culture that promotes both wellness and engagement
- You'll be joining a team of passionate individuals who are looking to make a difference.

Interested candidates should submit a resume and cover letter through UKG

<https://recruiting.ultipro.ca/AUT5100ASCO/JobBoard/519b9092-931e-4a7a-9dfc-8e02a0d5a869/Opportunity/OpportunityDetail?opportunityId=81a26a20-441a-4528-9ded-be38a4a6e1cc>

before March 13<sup>th</sup>, 2026. We thank everyone for their interest in this position; however, only those candidates invited to interview with us will be contacted.

Autism Ontario is an equal opportunity employer committed to maximizing the diversity of our organization and actively encourages individuals on the autism spectrum and from all equity deserving groups to apply. We welcome qualified applicants for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans status or any other legally protected factors.

Autism Ontario is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Autism Ontario will make accommodations available to applicants with disabilities upon request during the hiring process.

*Please note that Autism Ontario may utilize AI-based tools during the recruitment and selection process to enhance the efficiency and effectiveness of our hiring procedures.*