



EMPLOYMENT OPPORTUNITY

GIFT PROCESSING & CRM SPECIALIST

LOCATION: IN OFFICE/HYBRID (TORONTO, ON)

Date Issued: AUGUST 5TH, 2026

Do you have a passion for using data technologies for the public good? Are you looking for a position where you make an impact? Are you persistent and detail-oriented? If so, this position may be for you!

Operation Smile Canada Foundation is seeking a **Gift Processing & CRM Specialist** to join our team.

The ideal candidate for this position has a can-do attitude and loves making data and technology work for the mission. You thrive in a multi-task work environment where you collaborate with internal teams and external partners and strive to exceed expectations.

OPERATION SMILE

Operation Smile is a leading global non-profit that provides free, safe surgery and comprehensive care to patients born with cleft lip and palate in over 35 countries around the world. Operation Smile Canada raises funds from our donor partners who want to directly impact the lives of children living with cleft conditions and other facial differences. Our partners are as committed as we are to a world where health and dignity are improved through safe surgery and complete care.

We have a plan for the next decade to increase access to essential surgical care for one million more patients living in low- and middle-income countries. Achieving this goal requires more people caring for more patients in more places. It also requires us to broaden the awareness of our great brand and raise more funds through our diverse fundraising programs.

Operation Smile Canada (OSC) is dedicated to recruiting and retaining a qualified workforce. By valuing diversity, OSC commits to hiring practices that are fair, equitable and accessible and will always hire the most qualified candidate for a position. We will ensure the search and hiring process is fair and impartial, so the appropriate qualifications of each candidate are the only criteria upon which a hiring decision is made.

You can learn more about Operation Smile Canada by visiting: www.operationsmile.ca.

THE ROLE

As a member of the Operation Smile Canada team, the Gift Processing & CRM Specialist position is integral in achieving our vision and mission. Working alongside the Database Administrator, the key focus of this position is the daily management of OSC's gift processing and acknowledgement operations, while also ensuring efficient organization and integrity of all data in the CRM database, Raiser's Edge NXT (RE).

The incumbent supports all database management activities, including monthly data reconciliation with the bank, data and/or production support for donor stewardship projects, direct marketing and digital campaigns, and the data technology training of the OSC team when appropriate.

The Gift Processing & CRM Specialist has working knowledge in Raiser's Edge NXT (RE) and ImportOmatic/Omatic Cloud (IOM), and also has experience with Fundraise Up, Luminate Online, AKA Raisin, or similar online giving platforms. The Gift Processing & CRM Specialist has excellent skills in fundraising data analysis and preprocessing using Microsoft Excel. The incumbent possesses knowledge of Canada Revenue Agency's regulations in the field of philanthropy and can contribute to the development of procedures, providing guidance and framework for data processing and data security.

This is a full-time position which will, to start, be fully in-office. Upon successful completion of onboarding and training, the successful candidate may be eligible to transition to one remote day each week.

KEY FUNCTIONS AND ACCOUNTABILITIES

Ongoing Data Processing

Ensures smooth, accurate and timely import and export of gift data and other related information to and from Raiser's Edge NXT (RE) on a daily, weekly, semi-monthly, and monthly schedule, as follows:

- Using IOM/Omatic cloud, runs daily gift imports into Raiser's Edge NXT (RE), including, but not limited to, online and direct mail gifts, and gifts made by phone.
- Through the Raiser's Edge NXT (RE) batch entry, performs the accurate and timely processing of other gifts into RE, including donations of cash, cheque and credit card, third-party donations such contributions from Canada Helps, Benevity and other online giving platforms, donor advised funds (DAF), and matching gifts, electronic fund transfer (EFT) gifts and direct deposit disbursements notified by Finance.
- Sets up pledges and processes pledge payments, and adds new monthly recurring gifts, paying close attention to schedules.
- Performs the processing/scanning of donation cheques into the bank account and creates deposit information which feeds into the accounting system.
- Executes semi-monthly processing of recurring gift batches for both EFT and credit card gifts.
- Implements uploads of designated appeal codes for direct mail campaigns' back feed files and other mass constituent, action and prospect information updates, as requested by the Philanthropy or Marketing teams.
- Executes other advanced data export and import operations working with Raiser's Edge NXT (RE), Luminate Online and AKA Raisin or similar online giving platforms, as required.

Data Quality and Integrity Management

- Improves organization data, integrity and quality of data and the coding structure in Raiser's Edge NXT (RE), Luminate Online and AKA Raisin or similar online giving platforms.
- Sets up and implements a schedule for data cleanup across the fiscal year and supports specific data maintenance areas and data enhancement projects. (i.e. by record type: constituent, gift, prospect, user management).
- Assesses data integrity and accuracy on an ongoing basis and takes necessary steps to address deficiencies.
- Manages a consistent record deduplication process and the correct merging of duplicate records.

Data Integration Management

- Ensures reliable functioning of existing data integration systems, enabling stable data flows to and from Raiser's Edge NXT (RE).
- Contributes to design and implementation of new data integrations, when required, and enhances their skills in using new systems.

Other

- Assists the Database Administrator with tasks and acts as a backup when required.
- Trains, provides feedback and coaches team members as applicable.
- Continuously works on their own professional development in the areas of fundraising data management and technology as well as maintaining solid understanding of the fundraising methods and the fund development programming at OSC.
- Other duties as assigned.

DESIRED QUALIFICATIONS AND REQUIRED SKILLS

- A post-secondary degree or diploma and at least 3 years of experience in non-profit fundraising database operations, with direct experience using Raiser's Edge NXT (RE), or a combination of education and experience.
- Experience in building fundraising data integration with ImportOmatic or Omatic Cloud is highly desired. Skills with process/reporting automation are an asset (Power Automate/BI, etc.).
- Familiarity with and experience working alongside direct mail, monthly and workplace giving, online donations, and other types of fundraising and donor cultivation.

CHARACTERISTICS/SKILLS

- Interest and appreciation of Operation Smile Canada's core mission and ability to communicate that mission across different platforms and audiences.
- An ambassador in the workplace and community who embodies the core values of our organization: Compassion, Integrity, Resilience & Impact.
- Experienced in answering inquiries and requests in a friendly, direct manner, and can work efficiently under tight deadlines if necessary.
- Strong organization, time management, and critical thinking skills.
- Highly adaptable, exercises judgement, maintains accuracy and confidentiality.
- Basic knowledge of accounting systems, budgets, and internal controls is an asset.
- Demonstrated comfort with, and passion for learning new technology/databases.
- Ability to work well under pressure, prioritize and handle multiple tasks with competing deadlines.
- Demonstrated interpersonal skills, communications (verbal and written), emotional intelligence, and active listening.
- Ability to maintain action plans for priorities and goals and be flexible and adaptable to respond to the needs of the department.
- Flexibility to work on the occasional evening or weekend day as required.
- Excellent baseline information technology and computer systems skills, including advanced proficiency in MS Office, including Teams, Word, Excel, PowerPoint and Outlook.

WHY YOU WILL LOVE WORKING HERE

You will love working with us because we are a team driven by purpose and passion. At Operation Smile, every day brings the opportunity to make a real difference in the world, while growing both personally and professionally. We foster a supportive, collaborative environment where your ideas are valued, and your efforts directly contribute to creating brighter futures for children and families. Join us and be part of something truly meaningful!

We are a learning organization that values each other and our collective abilities to meet and exceed expectations in everything we do.

We are committed to supporting flexible work arrangements and investing in technology or other resources to enable you to effectively work from our office in downtown Toronto.

SALARY & BENEFITS

- This is a full-time, permanent position.
- The salary range for this position is \$58,000-\$68,000, including paid vacation time.
- A highly competitive benefits package including an RRSP matching program, and more!

HOW TO APPLY

This position is for a current vacancy. Please submit your resume or CV along with a cover letter (as one PDF document) to: ca-careers@operationsmile.org.

Please ensure the subject line of your email contains the position title: *Gift Processing & CRM Specialist*. Address your cover letter to:

Diana Church

VP, Talent & Culture Operation

Smile Canada

Please note: Only applications that follow these instructions will be considered. AI is not used to screen, assess or select applicants.

APPLICATION DEADLINE

Applications will be reviewed on a rolling basis until the position is filled. We encourage interested candidates to apply as soon as possible.

Operation Smile Canada thanks all applicants in advance. Only those candidates selected for an interview will be contacted. Operation Smile Canada is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes, and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We will be happy to work with applicants requesting accommodation at any stage of the hiring process.

Thank you for your interest in being part of our smile movement at Operation Smile Canada. We look forward to hearing from you. In the meantime, keep smiling; a child is counting on it!