

## **JOB PROFILE**

### **GIFT PROCESSING CLERK**

|                                  |                                                                                      |
|----------------------------------|--------------------------------------------------------------------------------------|
| <b>Working hours:</b>            | part-time, 7.0 hours per week<br>8:30am – 4:30pm                                     |
| <b>Location:</b>                 | Langley Senior Resources Society – Recreation Centre<br>20605 51b Avenue, Langley BC |
| <b>Conditions of Employment:</b> | Complete satisfactory Criminal Record Check –<br>Vulnerable Sector                   |
| <b>Reports to:</b>               | Executive Director                                                                   |
| <b>Direct Reports:</b>           | none                                                                                 |

#### **About Us**

Langley Senior Resources Society is an independent, not-for-profit organization providing recreation, education, and social programs and comprehensive supportive services to seniors in the City and Township of Langley. Programs and services are delivered at our two locations and in partner sites throughout Langley. Our dedicated staff, and over 200 volunteers, serve Langley seniors with heart and compassion every day.

#### **Summary of Role**

Primary responsibilities include processing donations, producing tax receipts and thank you letters; maintaining donor database, pulling lists and preparing and merging data for direct mail campaigns; producing reports as needed, and providing excellent customer service through accurate record-keeping, data entry and communication.

#### **KEY DUTIES & RESPONSIBILITIES:**

- Preparing and proof-reading tax receipts and letters to donors according to CRA rules and regulations; coordinate the signature of thank you letters and ensure they are mailed in a timely manner
- Maintaining a thorough understanding of CRA regulations and best practices for the processing and recording of gifts; following due process when processing gifts
- Inputting clean, meaningful data into the database through a variety of processes, ranging from manual entry to mass imports using the technology provided – eg. importing gifts & data from Canada Helps, Mail Chimp
- Working with Fundraising team on direct mail campaigns to pull and clean lists, sort and merge data, and upload coding as required
- Maintaining constituent records data hygiene in the DonorPerfect database by

consistent data entry and assisting in specific data cleanup and database maintenance projects

- Contributing ideas in team discussions and providing feedback regarding process improvement
- Maintaining up-to-date knowledge of PCI compliance and how it applies to gift processing; following due process when processing gifts
- Developing and keeping Gift Processing procedures manuals up to date as needed
- Helping with cross-training staff as required

### **REQUIRED SKILLS AND EXPERIENCE**

- Strong data entry and proof-reading skills, attention to detail and accuracy
- Experience with DonorPerfect or another customer relationship management system is an asset
- Process orientated, understanding of database controls and industry best practices
- Ability to work with sensitive and confidential information
- Critical thinker with a focus on continuous improvement
- Exceptional organizational and time management skills with a proven ability to prioritize and balance diverse workloads and meet multiple deadlines
- Strong organizational, analytical and problem-solving skills
- Ability to work in a fast-paced and rapidly changing environment with flexibility to adapt and perform optimally
- Ability to work effectively and collaboratively within a dynamic team setting and be considered a team player
- Displays compassion, sensitivity, confidentiality and mature judgment skills

### **QUALIFICATIONS**

- Minimum two years relevant experience with DonorPerfect or other CRM (customer relationship management) system
- Proficiency with Microsoft Office Suite (i.e. Word, Excel and Outlook)
- Knowledge of compliance requirements relevant to charitable sector (i.e. CASL, CRA, PCI, PIPA, PIPEDA).

**Updated on:**  
June 2026

**Updated by:**  
Kludlam