

## **POSITION POSTING – Donor Relations Administrative Assistant**

Reporting to the Associate Director, Donor Relations, the Donor Relations Administrative Assistant is primarily responsible for providing administrative support to the Donor Relations team, working extensively with the donor database. The ideal candidate is tech-savvy, loves working with databases and has a proven talent for detail and accuracy.

### **How you will be successful as the Donor Relations Assistant:**

#### **Donor Relations & Services Administration**

- Handles overall data integrity, maintenance and use of the donor database, ensuring consistent & accurate updating of constituent records; creating and administering database policies and procedures; and acting as lead and liaison with external database provider;
- Creates donor lists and reports as required from donor database;
- Provides ongoing donor database training and education for all employees. Conducts regular checks and evaluation on data integrity and develops/implements a follow-up feedback with each employee;
- Prepares the annual update of the Donor Wall, updates procedures as required and uploads data into donor database;
- Handles donor thank-you letter merges and coordinates mail-outs;
- Assists with the coordination of the production of donor recognition awards and plaques;
- Monitors database quality by conducting regular checks of donations to ensure accuracy and consistency and assigns tax receipt numbers;
- Greets donors and guests including answering general phone inquiries in a professional and courteous manner and re-directs calls as required;
- Back-up support of Donor Services Assistant duties, including reception, as required;
- Other administrative duties as required.

#### **Donor Events**

- Prepares donor event invitation lists from donor database and coordinates mailings;
- Provides day-of co-ordination assistance for donor cultivation and recognition events including but not limited to annual donor recognition event, press conferences, donor ceremonies, cheque presentations, legacy circle luncheon, talk & tours, behind the scene events, cultivation dinners, campaign related donor events and other special events;
- Attends, volunteers and participates in Foundation events

**As the ideal candidate:**

- You are tech-savvy, love working with databases and have a demonstrated ability to learn new software systems quickly;
- You have an intermediate to advanced level proficiency in database software, as well as Microsoft Office (particularly Word, Excel and Outlook). Experience with Raiser's Edge is an asset;
- You have exceptional attention to detail and high degree of accuracy;
- You have some exposure to a not-for-profit fundraising environment;
- You have proven strong planning, organizational and time management skills with exceptional ability to manage multiple tasks simultaneously and ability to maintain priorities with constantly changing timelines;
- You are able to work both independently with minimal supervision and collaboratively as part of a team;
- You have a demonstrated ability to work well under pressure in a highly diverse environment with time and resource constraints;
- You have excellent judgment and discretion in dealing with confidential and sensitive matters;
- You have exceptional written and verbal communication skills, including excellent interpersonal and presentation skills;
- You are capable of professionally interacting with variety of people, including board members, donors, volunteers, hospital staff and general public, always in a courteous manner, both in person and on the telephone;
- Fluency in Chinese as a second language (Cantonese), both written and verbal, with the ability to type in Chinese characters is an asset.

**Why you should work for Richmond Hospital Foundation:**

- Richmond Hospital Foundation is a recent proud recipient of the Canadian Nonprofit Employer of Choice Award.
- We are a talented and committed team in the not-for-profit sector.
- We offer competitive compensation and benefits.
- We invest in our people through actively supporting their learning and development.
- We are passionate about our values and we live them daily: Inspire Joyful Giving, Create Philanthropic Impact, Exemplify Integrity, Celebrate Diversity, Optimize Teamwork, Demonstrate Committed Leadership.
- We are conveniently located a short 10-minute walk to the Canada Line and Richmond Centre.

**About Us:**

Our mission is to be the catalyst for donors to help fulfil the needs of our community and drive forward positive, transformational changes to local health care right here in Richmond.

**How to Apply:**

If you match the ideal candidate description and are interested in this position, please apply through our posting on Indeed.ca. Please let us know if you were referred to the position by one of our employees, donors, or Board members.

We sincerely thank all applicants for their interest in working with the Richmond Hospital Foundation. We will contact only those being considered for the position.