

POSITION POSTING – Donor Relations Officer

Inspiring joyful giving is one of the core values of Richmond Hospital Foundation and serves as guidance for the work we do. Our mission is to be the catalyst for donors to help fulfil the needs of our community and drive forward positive, transformational changes to health care in the Richmond Community of Care.

We are growing! The newly created position of Donor Relations Officer will work independently to plan and implement donor events and activities within the allocated budget, managing all aspects of the project, including timelines, logistics and vendor relationships. This position also provides timely event-related communications, supervises event volunteers and oversees the post-event thank you process. Additionally, the Donor Relations Officer plays a role in recommending improvements in cultivation, stewardship and recognition activities and events. This position reports directly to the Associate Director, Donor Relations.

How you will be successful as the Donor Relations Officer:

Donor Cultivation, Stewardship and Recognition Events

- Lead the planning and implementation of all event components to appropriately recognize and steward major donors including press conferences, donor ceremonies, cheque presentations, planned giving events, legacy circle luncheon, behind-the-scenes tours, cultivation dinners, campaign related donor events and other special events;
- Manage and provide on-site leadership at donor events;
- Manage and track the financial and accounting activities (budgets, invoicing, contracting) of donor events;
- Manage the guest invitation and RSVP process;
- Support the production of donor recognition awards and plaques; and
- Manage the donor recognition and stewardship event budgets.

Event Writing and Communications

- Develop and write event materials (invitations, letters, volunteer roles and responsibilities, scripts, event analysis) in alignment with the Foundation brand; and
- Manage the timely development and distribution of post-event communications (i.e. thank you letters) and mementos (i.e. photographs).

Administration and Support

- Ensure high quality data management for all event projects;
- Build relationships and collaborate with Richmond Hospital stakeholders including team members, volunteers, suppliers, sponsors and donors; and
- Attend, volunteer and participate/support in Foundation signature events as required.

As the ideal candidate:

- You hold an undergraduate university degree or college diploma or the equivalent combination of education and experience;
- You have 3 to 5 years' experience, ideally in a similar role in a not-for-profit fundraising environment;

- You have well-developed English communication skills adaptable to different audiences, with a demonstrated ability to succinctly communicate relevant information;
- You have highly developed project management and event planning skills successfully leading, planning and managing a variety of events;
- You can demonstrate strong problem-solving skills with a calm and thoughtful approach;
- Your exemplary attention to detail and time management skills allow you to calmly manage a variable workflow involving multiple simultaneous priorities and demands;
- You are known for your ability to remain focused under pressure, particularly when faced with multiple demands;
- You have an excellent customer service focus and a demonstrated ability to build effective relationships through your strong interpersonal skills and collaborative working style;
- You have demonstrated judgement and discretion in dealing with confidential and sensitive matters;
- You embrace cultural differences and sensitivities;
- You have an intermediate to advanced level of knowledge in MS Office, Word, Excel and PowerPoint, Adobe Acrobat; your experience with Raiser's Edge or other donor database management systems would be an asset; and
- Your spoken fluency in Cantonese and the ability to read/write in traditional Chinese would be strong assets.

Why you should work for Richmond Hospital Foundation:

- Richmond Hospital Foundation is a proud past 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; and
- We are conveniently located a short 10-minute walk to the Canada Line and Richmond Centre.

About Us:

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How to Apply:

If you match the ideal candidate description and are interested in this position, please apply by January 15, 2019. 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.