



Coordinator, Donor Services 1 Full Time Position Women's College Hospital Foundation

THE OPPORTUNITY

Women's College Hospital Foundation is seeking a dynamic, detail and results oriented **Coordinator, Donor Services (Competition #226.19)**.

ABOUT WOMEN'S COLLEGE HOSPITAL FOUNDATION

We are revolutionizing healthcare. Side by side with our donors, community members, staff and medical teams, Women's College Hospital Foundation (WCHF) raises, manages and invests funds to support Women's College Hospital in its mission to revolutionize healthcare to ensure a more equitable and sustainable system. WCHF donors contribute generously to help fund equipment, research, and innovative clinical programs that address the unique needs of women and their families while working to close critical health gaps within the system.

A values-driven organization, respect, caring, integrity and partnership are core to who we are and we believe that authenticity and accountability strengthens all that we do. Fueled by our Triple Aim of Philanthropy, Partnerships and People, our vision is to be the charity of choice for advancing health for women in Canada and health system solutions for all.

Learn more about WCHF, visit: www.wchf.ca / @wchf

ABOUT WOMEN'S COLLEGE HOSPITAL

For more than 100 years Women's College Hospital (WCH) has been developing revolutionary advances in healthcare. Today, WCH is a world leader in the health of women and Canada's leading, academic ambulatory hospital. A champion of equitable access, WCH advocates for the health of all women from diverse cultures and backgrounds and ensures their needs are reflected in the care they receive. It focuses on delivering innovative solutions that address Canada's most pressing issues related to population health, patient experience and system costs. The WCH Institute for Health System Solutions and Virtual Care (WIHV) is developing new, scalable models of care that deliver improved outcomes for patients and sustainable solutions for the health system as a whole. Women's College Research Institute (WCRI) is tackling some of the greatest health challenges of our time. Its scientists are conducting global research that advances the health of women and improves healthcare options for all, and are then translating those discoveries to provide much-needed improvements in healthcare worldwide.

For more information about how WCH and WCRI are transforming patient care, visit www.womenscollegehospital.ca and www.womensresearch.ca

Learn more about WCH, visit: www.womenscollegehospital.ca / @WCHospital

Summary of Role

The position of Coordinator, Donor Services is responsible for front line donor services, management of recurring donors and office administrative functions for the Foundation. The incumbent must be able to work in a fast-paced environment with frequent interruptions. The individual is the 'face' of the Foundation for many of our donors and must always reflect professional, courteous, tactful, and friendly behaviour that reflects favourably upon the Foundation.

Core Deliverables

- Prompt and professional provision of reception duties including greeting visitors, answering the main phone line and directing callers
- Accurate and timely data input of donor information and gifts
- Efficient, timely inbound and outbound mail handling and distribution
- Skilled administrative support
- Be a team player by embracing and consistently enacting organizational values of respect, caring, integrity and partnership, supported by being authentic and accountable to yourself and your team.

Accountabilities and Responsibilities, including but not limited to:

- Appropriately greet and welcome Foundation volunteers, donors and the general public
- Answer telephones and appropriately redirect calls
- Accept in person and telephone donations and issue receipts as requested for in person contributions
- Prepare daily deposit of gifts received through mail
- Assist in processing recurring gifts into Raiser's Edge
- Enter demographic, solicit codes and other updates to Raiser's Edge database to reflect donor requests
- Manage the e-subscribers list
- Provide other Raiser's Edge data entry assistance to Gift Administration Officer as required
- Assemble thank you letters and receipts for mailing within 12 hours of printing
- Prepare and send tribute and memory cards as requested by donors
- Provide clerical assistance to fundraising and stewardship events including data entry
- Participate in weekly thank you calls to donors as required
- Coordinate Staff Lottery
- Ensure office supplies inventories are sufficient and orders are placed as required
- Collect and distribute the mail and send and receive courier packages
- Maintain and reconcile petty cash
- Provide oversight to office tidiness, including clearing up after internal events
- Coordinate new staff onboarding –technology needs, office orientation, and ID badges for new staff
- Provide meeting support for the Audit & Finance Committee and the Investment Committee
- Provide clerical support to Manager, Board of Directors & Office of the President as required

- Responsible for distributing collateral materials and pamphlets throughout the hospital
- Other duties as required

Qualifications and Skills

- At least 2 years experience in a similar role in a not for profit organization
- Post secondary education
- Excellent interpersonal and organizational skills with a strong customer service orientation
- Accuracy and attention to detail is a must
- Ability to handle sensitive and confidential information appropriately and with discretion.
- Experience with data entry in Raiser's Edge or other fundraising database an asset
- Strong word processing skills preferably in MS Word
- Working knowledge of EXCEL
- Knowledge of MS Office
- Ability to work with frequent interruptions and to prioritize tasks

Posting Date:

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted. Women's College Hospital Foundation is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our overall Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.