



**Position Title: Donor Relations Specialist**

**Division: Thunder Bay Regional Health Sciences Centre Foundation**

### **Responsibilities**

The responsibilities of the Donor Relations Specialist include, but are not limited to the following:

- Provide friendly service to any inquiries via phone or in person.
- Direct inquiries to the most appropriate Foundation staff if not able to answer question directly.
- In the event concerns are outside the Foundation's operations, attempt to direct individual appropriately (i.e. provide Health Sciences Centre main line, direct walk-in traffic to Information Desk).
- Process all donations using prescribed software, ensuring accuracy and within established timelines.
- Maintain ongoing pledges, create, implement and maintain a schedule for reminder letters and/or thank you letters.
- Prepare all receipts and/or thank you letters for signing by President & CEO and/or designate.
- Maintain donor recognition including updating symbols on various boards.
- Maintain electronic banking tools such as electronic funds transfer (EFT).
- Process, sort and distribute all incoming mail. Track outgoing mail.
- Process specific special events (i.e. registration, sponsorship, pledges) using prescribed software.
- Maintain an accurate, up-to-date database, seeking to eliminate duplicates and/or errors while providing as much pertinent information as possible.
- Generate reports at the direction of the Manager, Finance & Administration. These may include but are not limited to: changes in donor recognition, and lists for Foundation mail outs.
- Prepare lists as directed by the Manager, Finance & Administration (i.e. patient solicitation).
- Maintain inventory of office supplies, including ordering replacement supplies where necessary.
- Enter weekly timesheets into appropriate software.
- Responsible for petty cash control including balancing and replenishing (by completing a cheque request) as required.
- Operate a number of pieces of office machinery including but not limited to laptop and desktop computers, fax, copier, scanner, voice mail, and printers.
- Provide administrative support to Board Committees as directed by the Manager, Finance & Administration.
- Provide administrative support to Foundation staff as directed by the Manager, Finance & Administration.
- Provide orientation, supervision and support to office volunteers.

- Coordinate room and catering requirements for meetings and Foundation functions as requested.

**Knowledge, Skills & Abilities**

Donor Relations Specialists must have a comprehensive knowledge of the Foundation's software, including but not limited to Microsoft Office, and electronic mail. General knowledge of bookkeeping is an asset. The ability to use Raiser's Edge is an asset.

Donor Relations Specialists are able to handle multiple projects with competing timelines.

Donor Relations Specialists provide friendly service to any individual contacting the Foundation including, but not limited to donors, volunteers, board directors, patients and Health Sciences Centre staff. As a result of the many roles associated with the position, the Office Assistant must be able to multi-task, have superior time management skills, above average listening skills and patience.

Donor Relations Specialists will have the ability to provide appropriate stewardship to various constituencies including but not limited to donors, volunteers and community members.

**Qualifications**

The Donor Relations Specialist will have completed some form of post secondary education, preferably in one of the following areas:

Office Administration

Arts/Humanities

Accounting/Bookkeeping

And/or have at least three (3) years experience in a fast-paced administrative environment.