



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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# Job Board Posting



Careers.Indigenous.Link

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## People System Scheduler & Donor Services Specialist

<b>Job ID</b>	<b>23-FD-C9-2F-AF-14</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=23-FD-C9-2F-AF-14">https://careers.indigenous.link/viewjob?jobname=23-FD-C9-2F-AF-14</a>	
<b>Company</b>	Canuck Place Children's Hospice	
<b>Location</b>	Vancouver Or Abbotsford, British Columbia	
<b>Date Posted</b>	From: 2022-07-15	To: 2023-01-11
<b>Job</b>	Type: Full-time	Category: Finance
<b>Languages</b>	English	

### Description

People System Scheduler & Donor Services Specialist

Location: Abbotsford and/or Vancouver Hospices

Reporting to: Chief Financial Officer & Manager, Finance & Systems

Job status: Temporary one-year term, part-time to full-time available, 0.5 FTE to 1.0 FTE (37.5 hours - 75 hours bi-weekly)

Canuck Place Children's Hospice (CPCH) is British Columbia's recognized pediatric palliative care provider. For over two decades, through the many programs and services we provide, we have made a significant difference in the lives of children with life-threatening illnesses and the families who love them. Be part of a talented and innovative team that takes pride in supporting and providing the highest quality pediatric palliative care.

HERE'S WHY IT'S SO GREAT TO WORK WITH US. Aside from being surrounded by a friendly, inclusive, dedicated team, Canuck Place offers employees up to 20 days' vacation (pro-rated to their full-time equivalency), an 100% employer-paid benefits package, a Health Spending account that provides up to \$500 annually to provide additional coverage for health and wellness activities/services, informative lunch n' learns, as well as various learning opportunities. Canuck Place Children's Hospice also has a 'Care For the Caregiver' committee who provides ongoing, creative activities to connect us with one another as a reminder that it's 'this' moment that really counts.

### SUMMARY

The People System Scheduler Donor Services Specialist will work closely with all managers and in particular the Clinical, Food Services and Housekeeping teams to maintain and manage their team schedules to ensure appropriate coverage to meet the needs of our children and families through exceptional quality care and to provide accurate pay data for payroll. Based at both Hospices and will provide administrative support to the Granville Office.

Reporting to the CFO, this role provides support to the Development & Finance Team and is responsible for donation processing, tax receipting, donor acknowledgements, gift and donor inquiries and monthly financial balancing. Ensures appropriate written procedures are in place and maintained, and that appropriate staff are trained on carrying out the duties. Under the direction of the CFO and Donor Services Officer, helps organize and coordinate work and provides guidance to the Donor Services Assistant and volunteers as required.

### RESPONSIBILITIES

#### Donation Processing

- Coordinates work and provides guidance on the entry, review and processing of all gifts, pledges and pledge payments.
- Reviews batches and coding prior to committing gifts into donor database. Provides instruction and support to staff on policies and procedures for submitting funds raised (e.g., use of forms, tax receipting).
- Ensures donations are processed in an accurate and timely manner.
- Maintains a comprehensive filing system of gift records and supporting information for historical documentation and audit purposes.
- Coordinates and provides guidance on the production of all donation acknowledgements, donor tributes, and tax receipts.
- Re-issues tax receipts and donation acknowledgements, as requested.
- Schedules and coordinates and provides guidance to volunteers to assist in preparing donor acknowledgements and tax receipts for the annual Canucks for Kids Telethon.

#### Financial Reconciliation

- Serves as a liaison to Finance team, assisting with month-end and year-end bank reconciliation between donor databases and accounting software.

#### Donor Relations

- Represents Canuck Place Children's Hospice, as appropriate, in relationships with donors and partners acknowledging contributions and following-up on any inquiries related to gift information and payment processing.

#### Monthly Donors

- Provides support for monthly gift processing including the following:
- Maintains gift details, including upgrades for donors in the Monthly Donor Program.
- Coordinates the processing of credit cards and EFT (electronic funds transfer) payments on the 1st and 15th of each month.
- Prepares monthly lists of declined credit cards for follow up.

#### Database Administration

- Provides support with administration of donor database.
- Assists in developing and maintaining user manual and conducts and ensures all necessary Development staff are properly trained on usage and protocol around donor database.
- Generates standard and ad-hoc reports, builds queries and imports/exports data for direct response programs, events, annual reports and communications.
- Assists or acts as lead on select data projects in donor database, adhering to best practices and contributing to good data hygiene.

- Handles global changes and bulk imports where appropriate.
- Participates in the recruitment and training of the Donor Services Assistant role and volunteers as required.
- Assesses training needs of staff and volunteers to ensure their understanding of database procedures for fundraising initiatives.

#### Scheduling:

- Committed to becoming an ongoing expert in the UKG - Dimensions - Time and Attendance module by taking all available training and reviewing resources on an ongoing basis.
- Act as the liaison on site at both hospices between the teams using the system and Finance / Payroll.
- Set up and manage the self-schedule cycle for self-scheduling staff.
- Support individuals to set up their availability and choose their shifts.
- Support all teams to input schedules and to adjust for any changes in a timely manner.
- Be the point person to answer any questions and demonstrate how to use the functionality of the system as required.
- Commit to remaining current on relevant legislation and application within the organization.
- Review all internal Finance and People and Culture policies to fully understand them and how they apply to the Time and Attendance System.
- Provide recommendations for policy improvement and application.
- Maintain adherence to quality and policy standards through timely feedback on minor issues.
- Ensure that any issues with full time equivalency, time taken etc. is identified, communicated and resolved as a priority.
- Train all new hires as part of the orientation process on how to use the time and attendance component - virtually and in person.
- Provide refresher training and ongoing facilitation to staff as new functionality is integrated into the system.
- Support reception by covering breaks and leave as required.
- Provide coverage for the Finance Assistant as necessary.
- Other duties as assigned.

#### EDUCATION AND EXPERIENCE

- Completion of a related 2-year post-secondary diploma program (e.g. business, fundraising, etc.)
- A minimum of 3 years related experience including working with fundraising database software, preferably Raiser's Edge, strong Microsoft Office skills, web based applications and payment services.
- An equivalent combination of related education and experience will be considered.
- Previous experience with scheduling and use of scheduling software is preferred but not required as training will be provided
- Experience in the healthcare sector is an asset
- Demonstrated proficiency in learning and applying technology
- Skilled facilitator
- Experience in administration, a non-profit environment and knowledge of fundraising practices is an asset.

#### QUALIFICATIONS

- Great verbal and written communication skills
- Ability to train and support individuals with varying experience and confidence using technology
- Comfort in learning new software and utilizing technology in an effective manner
- Advanced skills with fundraising database software, preferably Raiser's Edge or NXT.
- Strong Microsoft Office skills, web based applications and payment services.
- Experience with accounting, finance or bookkeeping is an asset.
- Experience with Classy, Importomatic or Mailchimp is also an asset.
- Effective and efficient time management
- High integrity; creativity; balance, good judgment and objectivity; high vision and conceptual capabilities; consultative, facilitate and collaborative; sense of humor.
- Demonstrates flexibility that allows you to work with high energy, creative people.
- Able to thrive and effectively manage priorities in a changing, ambiguous environment.
- Commitment to excellent customer service and family centred care in a fast-paced, diverse and emotionally sensitive environment.
- Strong administrative support skills, including business correspondence, reports, etc.
- A clear driving licence will be required for this role as the individual will be expected to provide coverage as needed across all physical locations. A vehicle is not required, car pooling options will be utilized as much as possible.

Note: Flexibility is necessary, as this position may require travel to all physical locations.

Canuck Place Children's Hospice hires on the basis of merit and is strongly committed to equality and diversity within its community and to a welcoming and inclusive workplace. We especially welcome applications from Indigenous persons, visible minority group members, persons with disabilities, people of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities.

#### How to Apply

Click "Apply Now"

Please submit your cover letter and your resume at <https://www.canuckplace.org/about-us/careers/>. This position will stay open until filled. We recognize the importance of a diversified workforce, and we encourage First Nations, Inuit and Metis candidates, members of visible minorities and persons with disabilities to apply.

We thank all applicants for their interest; however, only those candidates who have been short-listed will be contacted.