



# 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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## Donor Services Assistant

<b>Job ID</b>	<b>84-D3-15-E5-3F-86</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=84-D3-15-E5-3F-86">https://careers.indigenous.link/viewjob?jobname=84-D3-15-E5-3F-86</a>	
<b>Company</b>	Canuck Place Children's Hospice	
<b>Location</b>	Vancouver , British Columbia	
<b>Date Posted</b>	From: 2020-11-06	To: 2021-05-05
<b>Job</b>	Type: Full-time	Category: Office
<b>Languages</b>	English	

### Description

Donor Services Assistant

Location: Development Granville Office & remote working

Reporting to: Manager, Annual Giving & Donor Services

Job status: Permanent 0.6 FTE (45 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 12 days' vacation (pro-rated to their full-time equivalency), an 100% employer-paid benefits package, Municipal Pension Plan (MPP), a Health Spending account that provides up to \$300 annually to provide additional coverage for health and wellness activities/services, informative lunch & 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

Reporting to the Manager, Annual Giving & Donor Services, the Donor Services Assistant provides support to the Development team, with primary responsibilities in data entry, donation processing, tax receipting and donor acknowledgements. The Donor Services Assistant receives training, guidance and daily work planning from the Donor Services Coordinator as required.

#### RESPONSIBILITIES

- Inputs donor information and donations into Raiser's Edge database following data integrity guidelines.
- Generates donation acknowledgements, tribute cards, pledge letters and charitable tax receipts.
- Issues and re-issues tax receipts and donation acknowledgments, as required.
- Maintains accurate database records, including inputting and updating information and merging duplicates.
- Handles online credit card payment processing and refunds.
- Handles online orders, payment processing, refunds, shipping, holiday cards, etc.
- Follows up on donor inquiries related to donation processing or online orders.
- Orders and maintains supplies related to donation processing.
- Attends and provides support at hosted and partner events, as required.
- Provides back-up for the Donor Services Coordinator role as required, including month-end bank reconciliation, financial reports, monthly donor credit card processing, etc.
- Assumes other related responsibilities, as assigned.

#### EDUCATION AND EXPERIENCE

- High school diploma, supplemented with relevant post-secondary administrative and computer courses.
- A minimum of 1 year related experience working with fundraising database software, preferably Raiser's Edge.
- An equivalent combination of education, training and experience will also be considered.
- Experience in a non-profit environment is preferable.

#### QUALIFICATIONS

What you bring to the role:

- Strong data entry skills utilizing fundraising database software, preferably Raiser's Edge.
- Demonstrated accuracy and keen attention to detail.
- Proficiency with Microsoft Office programs and experience with web based applications and payment services.
- Thorough knowledge of office practices and procedures.
- Demonstrated ability to work independently, as well as a collaborative member of a team.
- Demonstrated ability to take and follow instructions and ask questions when necessary.
- Excellent organization skills.
- Excellent English written and verbal communication skills and the ability to interact with individuals at all levels and provide a high level of customer service.
- Strong time management skills, ability to prioritize workload and demonstrate flexibility around changing priorities.

• Ability to work with a high degree of discretion and confidentiality with regard to donor and other fundraising information.

You have:

• High integrity; creativity; balance, good judgment and objectivity; high vision and conceptual capabilities; consultative, facilitate and collaborative; sense of humor.

• Excellent time management skills.

• Demonstrates flexibility that allows you to work with high energy, creative people.

• Able to thrive and effectively manage priorities in a changing, ambiguous environment.

Note: Flexibility is necessary, as this position may require occasional weekend and evening work and travel within and outside the Lower Mainland.

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**

Please submit your cover letter and your resume by clicking [Apply Now](#) by November 22, 2020. 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.