



For *better* healthcare it's **our place to give**

Nanaimo & District Hospital Foundation Development Administrator

The Nanaimo & District Hospital Foundation was founded on December 30, 1977 as a means for grateful patients and loved ones to support Island Health facilities. Today, we purchase vital equipment to ensure healthcare excellence in the Central Vancouver Island region.

Donors are the most important part of our work. Every donor needs to be treated with kindness, respect and dignity. Our donors help provide Island Health the highest quality healthcare services for everyone who needs them right here at home. Since inception the Foundation has stewarded donations to support improved facilities and has assisted in the funding of leading edge medical equipment to ensure our healthcare professionals have the tools they need to do their jobs.

The Development Administrator will be the Foundation office's first impression with our donors and stakeholders. Responsible for meeting and greeting visitors that come to our office as well as answering the phone, the Development Administrator is a unique role that will handle all interactions with sensitivity & professionalism while having superior technical skills.

This full time permanent position reports directly to the Chief Development Officer and is a key role within our Development Team.

Key Responsibilities:

- Maintains constituent records and ensures regular updates are entered
- Leads Data Clean up as needed
- Maintains and produces lists for Donor Recognition Walls
- Modifies, updates and creates templates for consistent report generation
- Regularly adds correspondence, updates, notes, emails, research, etc. to individual database records as appropriate
- Continuously drives updates to the Foundation's database, Raiser's Edge, and makes recommendations for how our data and reporting processes may be improved
- Tracks stewardship and cultivation activities and enters in Raiser's Edge
- Provides timely updates to the Chief Development Officer
- Processes all gifts including donor, event, sponsorship, and gifts in kind, and ensures they are posted to the correct fund
- Prepares tax receipts and thank you letters from a database mail merge for prompt signatures and mailing after a gift has been processed
- Generates lists and mail merges for all direct mail campaign letters, event invitations and others as required
- Prepares all personalized donor stewardship correspondence
- Creates donor and stakeholder reports and lists within Raiser's Edge
- Provides exceptional customer service to internal and external stakeholders
- Serves as a volunteer liaison and/or resource
- Orders office stationery supplies and adheres to allocated budget lines
- Supports the Development team as required with administrative tasks and event logistics
- Processes incoming and outgoing mail



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Skills & Personal Attributes:

- Analytical and logical, with a high degree of comfort working with and analyzing data
- Demonstrated experience working within a CRM Database, Raiser's Edge NXT experience considered an asset
- Strong written and verbal communications and interpersonal skills; high EQ; comfort with advanced customer service role
- Enjoys working with and supporting team members
- Exceptional written and interpersonal communication
- Event coordination and support experience
- Working knowledge of Donor Bill of Rights & Donor Privacy Act
- Administrative support to senior leaders and previous Board support experience an asset
- Flexibility to work outside of regular work hours to support the Development Team
- Self-starter, creative problem solver with excellent time management skills; ability to work independently and in a team setting. Must demonstrate innovative thinking

Qualifications that are considered an asset to this role:

- Min 3-5 years in a Donor centric development role
- Positive, team player that is passionate about making a difference in Health Care & Philanthropy
- Experience with Raiser's Edge database and Raiser's Edge NXT (or similar donor database software)
- Experience with Microsoft Office

If you are a passionate fundraising professional and are looking for a new exciting challenge, we would love to hear from you. This role includes some evening and weekend work as required. The successful candidate must have a valid BC driver's license and access to a vehicle. Candidates must also have an annual Flu Vaccination.

Nanaimo & District Hospital Foundation offers a competitive salary and excellent benefits package including a pension plan. If interested, please e-mail your cover letter and resume, in confidence to janice.krall@viha.ca. This position will remain open until successful candidate is chosen.