



JOB POSTING

Donor Relations Assistant

Full Time – 37.5 hours per week

\$33,000-37,000 per annum

OBJECTIVE: To assist with the effective and efficient daily operation of Resource Development Department in keeping with the organization's mission, vision and values.

QUALIFICATIONS:

1. Confident in working in Microsoft Office (Excel, Word, and Outlook).
2. Accounting experience and familiarity with Raiser's Edge are assets.
3. Ability to receive individuals in the reception area and make them feel at ease.
4. A positive affirming presence on the phone.
5. Excellent skills in working with vulnerable people, respect for the people we serve and an understanding of their needs
6. Organized, with good communication skills, both written and oral.
7. Ability to enter data with accuracy and timeliness. Attention to detail.
8. Loyalty, confidentiality, tact, and courtesy.
9. Ability to manage workload and meet deadlines.
10. Ability to work effectively as part of a team, providing support as required, and build and maintain excellent relationships across the organization.
11. Able to work within an open office space.
12. Valid driver's license; own vehicle an asset.
13. Committed to uphold the organization's mission, values, and standards.

KEY RESPONSIBILITIES:

1. Provide admin support for the Development Department team and two Associate Executive Directors. Support includes correspondence, filing, seasonal mailings, special projects, power point presentations, internal promotional material, adding AED's data into Raiser's Edge.
2. Provide professional and timely front-line assistance to donors and supporters of Mission Services of Hamilton. Includes greeting Development Department's visitors, general phone inquiries, acting as backup to the donations line, answering or distributing emails from the general email account.
3. Donations Support – ensuring accurate entry of data; processing gifts, importing, batching, producing receipts and thank you letters in a timely manner according to appeals and packages; creating new records as needed; donation bank deposits.
4. Monthly Donations Donor Relations – coordinate the monthly giving program including communicating with donors, balancing financial data, reporting, thank you calls.
5. Coordinate the use of direct mail Bounce Back items including planning, communicating with program staff, set up, photos, and clean up.
6. Assist with Month End Reporting, including creating reports, confirmation of accurate financial data.
7. Communicate regularly with donors by phone and via email. Calls will include but not be limited to new donor thank you calls, current donor thank you calls, holiday thank you calls, event invitations.
8. Administrative tasks such as creating and tracking purchase orders; filing; monitoring and re-ordering related supplies; maintaining both electronic and paper filing systems.
9. Drop-off Donations oversight including collecting information, data entry, and donor thank yous.
10. Provide support for Departmental events. Could include assisting with invitations, catering, décor, signage, etc.
11. Adhere to a strict policy of confidentiality.
12. Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times.

NECESSARY TRAINING:

1. WHMIS Training
2. Standard First Aid
3. Raisers Edge

Mission Services is an equal opportunity employer

In accordance with the Accessibility for Ontarians with Disabilities Act, Mission Services is committed to accommodating individual needs of applicants with disabilities throughout the recruitment process. Please call Human Resources at 905-528-5100 Ext. 3115 or email at ecowan@mission-services.com, if you require an accommodation to ensure your equal participation during the recruitment and selection process.

Only those selected for an interview will be contacted; no phone calls please.

Please submit a résumé with cover letter by March 9th, 2018 to:

Mission Services of Hamilton, P.O. Box 368, Hamilton, ON, L8L 7W2

Or e-mail to SMacLean@mission-services.com