



FAMILY SERVICES of the NORTH SHORE

Job Posting

Full Time (35 hours per week)

Position:	Coordinator – Development Services
Position #:	22-2187
Reports to:	Director of Development
Location:	North Vancouver Office & Home office
Closing:	Until Filled

The Agency:

Family Services of the North Shore is an accredited not-for-profit, community-based agency committed to making a deep and lasting impact in our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

The Development Department

The Development department works to raise funds to support the programs of the Agency. Funds are raised through events, grants, direct mail, 3rd party events and by working directly with donors through our major gifts program and corporate donors through sponsorship, grants, and philanthropy.

The Job:

As a key member of the development team, you will play an integral role in building and sustaining donor support for the Agency. You will implement standards for and maintain the donor CRM (Raiser's Edge & Raiser's Edge NXT) and ensure accurate reporting, tax receipting and stewardship. You will provide support across the department for digital communications and creating donor and corporate impact reports and packages.

Key Duties:

DEVELOPMENT:

1. Coordinates the Agency's donor database (RE) with support from Manager, Annual Giving. Coordinates all back-end functions, optimizes reporting processes, uses best practices, and provides recommendations to enhance effectiveness and efficiencies. With a focus on donor engagement, stewardship, and the highest customer service.
2. Coordinates the Agency's gift processing and tax receipting processes in collaboration with the Senior Administrator, Development.
3. Maintains database standards to ensure accurate data input, data reporting and maintain and create processes to enhance the quality of data collection and integrity.
4. Coordinates all requirements to complete direct mail campaigns and electronic direct mail campaigns, including producing accurate mailing lists, donor segmentation and targeting, creating digital eblasts with the Raisers Edge database.

5. Maintains records on current and prospective donors and sponsors including individuals, corporations, private foundations, service clubs, United Way donors through designations. Creates reporting to keep track of lapsed and lapsing donors to ensure team contacts donors in a timely fashion.
6. Coordinates timely and correct recognition and stewardship of donors and sponsors – create and maintain stewardship plans and campaign and communications calendar in conjunction with team members.
7. Prepares on-going analysis and reporting of all fund development projects.
8. Fosters strong relationships with existing donors by making thank you phone calls and sharing impact calls.
9. Assists with gift compliance processes including drafting and preparing gift agreements, sponsorship contracts and pledge reminders, invoices.

COMMUNICATIONS:

1. Responsible for Fund Development communications and marketing including eblasts, social media, Fund Development Webpages including 3rd Party Fundraising pages, and support documents, online donation pages.
2. Responsible for and print and digital ads in collaboration with communications team.
3. Responsible for print and digital event collateral, marketing, and promotions.
4. Compiles and executes all fundraising related social media and electronic communications for the Fund Development department in collaboration with corporate partnerships manager and annual giving officer.
5. Coordinates event committee relationships, and communications, relationships with event vendors and event logistics as necessary.
6. Social media and digital communications analysis and ability to track trends and leverage reporting to create strategic social media and communications plans.
7. Create Peer2Peer fundraising and 3rd party fundraising web pages and other digital fundraising opportunities such as QR codes, text to give etc.

The Candidate:

The successful candidate will have:

- A university degree, college diploma or equivalent in communications or equivalent.
- Relevant work experience either in fundraising or communications areas
- Experience working with Raiser's Edge or similar CRM
- Social media and digital communications experience and expertise.
- Communications analysis experience e.g. Google Analytics

In addition, you have:

- Excellent computer skills
- High level of accuracy and attention to detail and an understanding of the importance of data integrity.
- Demonstrated project management, teamwork, organizational, database management and financial analysis skills.
- The ability to work with board members and volunteers across departments with skill and diplomacy.

Family Services of the North Shore is committed to creating an inclusive workforce. We encourage all people to apply and to share relevant information to support our employment decision making process, ensuring we are able to reflect and meet the needs of a diverse community.

Please respond, in confidence, with resume and cover letter to:

careers@familyservices.bc.ca

While we thank all applicants for their interest, only short-listed candidates will be contacted.