

FAMILY SERVICES of the NORTH SHORE

Full-Time Position (35 hours per week)

Position: Coordinator – Development
Position #: 24-2194
Reports to: Director of Development
Location: North Vancouver Main Office (hybrid possible)
Closing: April 1, 2024

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 gift program and corporate donors through sponsorship, grants, and philanthropy.

The Job:

The Coordinator - Development will play a vital role in the delivery of the department's overall success by ensuring optimum individual and team performance within all fundraising programs and activities. As well as a high level of donor engagement and customer service and stewardship. You will help plan and provide support for the Agency fundraising events including back-end support such as ticket sales, donations, raffle sales, and silent auctions, etc. You will coordinate logistical tasks for events and support staff on all areas of the event as needed, e.g. table plans, registration, meal requirements, managing RSVPs etc. You will foster relationships with event attendees/donors by managing RSVPs and making thank you calls to selected donors. You will provide on-going administrative support for the development team, e.g. compiling invite lists, mailing lists, donor impact reports using the software Canva and Raiser's Edge, PowerPoint presentations, and collating and analyzing donor data. You will provide meeting support to the team for both volunteer, committee, and team meetings. You will set up meetings, prepare materials, take minutes, produce reports/reporting schedules, and maintain project plans. You will also be part of the Agency's overall administrative team and provide some relief reception back-up as needed.

This is a full-time, 35 hours per week position. Some evening and weekend work is required to support Agency events.

Responsibilities:

- End-to-end gift processing and tax receipting functions, including gift-in-kind.
- Preparing all donor and sponsor thank you letters and donation receipts.
- Work with the Development team to develop, support and activate strategies and initiatives for our fundraising programs and activities.
- Manage our Raiser's Edge database (using both NXT and OLX), ensure donor information, gifts and actions are being accurately recorded and tracked.

- Utilize our Raiser's Edge database to create lists for direct mail, donor communications, and donor analysis while ensuring accuracy through establishing specific criteria.
- Develop and analyze special reports, summarize information, identify trends related to fundraising systems, programs, and activities.
- Work closely with Finance Team to ensure accurate tax receipting and reporting, following all CRA guidelines to ensure compliance.
- Assist in the evaluation of both individual and corporate fundraising activities.
- Reviewing ways to improve efficiencies to enhance development reporting, processes, and procedures and maintain the Development Department Manual.

The Candidate:

The ideal candidate will:

- Have 2 years of experience with non-profit, fundraising events, and supporting development teams or equivalent experience.
- Advance competence and experience with Raiser's Edge, or another customer relationship system; Microsoft Office Suite (Word, Excel and Outlook); and experience with ticketing systems is an asset.
- Excellent interpersonal skills with the ability to work effectively and collaboratively with donors, volunteers, and staff.
- Strong analytical skills, attention to detail, and accuracy.
- Strong communication skills and a great sense of humour.
- Have experience providing project support for corporate, private, or fundraising events.
- Experience running auctions and auction tracking software is an asset.

In addition, you are:

- A team player who is flexible and adaptable
- Comfortable working with board members, volunteers, donors, and clients and build strong relationships.

The Compensation:

\$54,945-\$59,181 per year, plus four weeks of vacation time, full benefit package.

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:

Kathleen Whyte, Senior Manager of Human Resources

careers@familyservices.bc.ca

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