



DONOR EXPERIENCE & OFFICE COORDINATOR

Do you see yourself at a hospital foundation that has been at the forefront of raising funds to address the evolving health needs of the communities we serve and continually excels at providing resources to care for generations of families? Do you thrive in a setting where innovation, problem solving, determination, compassion and commitment frame your day-to-day activities?

This is an exciting time to join North York General Foundation (NYGF) as we drive towards the largest fundraising campaign in our history, invest in our brand, and seek staff who are committed to advancing support for our remarkable hospital.

North York General Hospital is one of Newsweek's top 5 hospitals overall in Canada, the #1 community hospital and among the top 100 globally and we were recently named to the Forbes list of Canada's Best Employers.

ABOUT NORTH YORK GENERAL FOUNDATION

Constantly redefining what it means to be a 'community hospital', our partner, North York General is a multi-site acute, ambulatory and long-term care network for our diverse community, an incubator for applied research, a springboard for innovation in the health care landscape and a destination for philanthropy. Supported by an outstanding board of governors, North York General Foundation is strategically expanding our team in pursuit of new ways to reach our community, demonstrate impact and raise funds for an incredible Hospital.

We are relentless in our quest to secure revenue for strategic campaigns as we ready ourselves for a \$1.4B capital expansion. We are driving towards the future with inspired volunteer leadership and additional staff to champion our growth imperative.

POSITION SUMMARY

The Donor Experience & Office Coordinator is responsible for ensuring a best-in-class experience for our growing donor community. This integral position will be the first point of contact for donors, hospital doctors and staff, volunteers and visitors, and is responsible for ensuring superior customer service in-person, over email and on the Foundation donor line. This position will also support the operational needs of the office including (but not limited to) managing inventory of supplies, coordinating with the Hospital's IS Department, Building Services, and Environmental Services, managing timesheets and the office schedule, in addition to providing administrative support to donor experience, research, marketing & communications, events and philanthropy.

KEY RESPONSIBILITIES:

- Provide excellent customer service as the first point of contact for walk-in, phone and email inquiries and donations, transferring calls to the appropriate staff member, and offering directions to hospital patients or visitors
- Provide administrative support to the Director, Donor Experience and Chief Marketing & Communications Officer including meeting set up, entering actions, updating RE records and completing call reports and provide back-up support to the office of the President & CEO and Chief Development Officer
- Coordinate inventory of supplies, troubleshooting with the printer and other technology, acting as the liaison between the Foundation and the Hospital's IS Department, Building Services, and Environmental Services
- Provide support on-boarding new staff, setting up workstations and ensuring the on-boarding package remains up-to-date
- Provide support booking meeting rooms and setting-up for staff, donor and volunteer meetings including catering and material preparation
- Coordinate and regularly share updates to the office schedule including vacations and personal/sick days
- Collect bi-weekly staff timesheets and accurately update Kronos
- Coordinate the distribution of custom communications, gifts and other high-touch mailings in addition to large mailers for all foundation teams
- Help coordinate the Foundation's holiday and birthday card programs
- Track RSVPs and support the execution of stewardship events
- Provide support to tribute giving programs including the preparation of the say thanks cards
- Provide support as required to donor experience, research, marketing & communications, events and philanthropy
- Proactively identify office administrative process improvements
- Coordinate North York General Strong Merchandise

QUALIFICATIONS & COMPETENCIES

- Completion of post secondary education with 2+ years of administrative experience
- Organized, detail oriented and demonstrated ability to work under pressure, handle competing deadlines and respond promptly to a variety of requests
- Creative, resourceful and intuitively driven team member with excellent customer service
- Strong project management skills with proven ability managing timelines
- Proficiency in the collection, analysis, interpretation and evaluation of information combined with highly developed communication and presentation skills
- Proactive and service-oriented, with exceptional follow-through
- Ability to work collaboratively and independently with minimal supervision
- Raiser's Edge database experience is a strong asset



NORTH YORK
GENERAL
FOUNDATION

HOW TO APPLY

North York General Foundation recruits, employs, trains, compensates and promotes regardless of race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age.

We offer a competitive, comprehensive compensation/benefits package with a salary range of **\$50,000-\$55,000**.

Please forward your resume and cover letter to FoundationCareers@nygh.on.ca by **Friday, August 5**. Please reference **Donor Experience & Office Coordinator** in the subject line and you will be contacted if we feel there is a great fit.