

Hospice Fund Development – Donor Relations Officer Job Description

Job Summary

The Donor Relations Officer is a multi-faceted role for Victoria Hospice that coordinates Victoria Hospice's efforts to establish strong, long-term relationships with donors. Responsibilities include reception, print production coordination (for donor appeals), writing and editing (for donor newsletters), event management for donor stewardship events, and maintenance of recognition displays.

Specific Responsibilities:

- Act as the 'first greeter' for the fund development team including answering the main fund development phone line and acting as receptionist
- Coordinate the production of all in-house mailings including creating production schedules, quotes and costing from printers and suppliers, content assembly, mail out, and results reporting
- Plan, coordinate, edit, and write as needed for Victoria Hospice's quarterly donor newsletter
- Plan, coordinate, and manage Victoria Hospice's donor recognition events
- Working closely with the Database Coordinator, ensure on-time mail out and personalization of donor tax receipts, acknowledgement letters, and in memoriam packages
- Call donors regarding administrative issues like declined or expired credit cards
- Work with families to create online in memory giving pages, print packages, or Memory Leaves for the Hospice Garden
- Assist with the maintenance of online giving forms (using Blackbaud software, Luminate online)
- Assist in the maintenance of Victoria Hospice's Raiser's Edge database by cleaning mail out lists, capturing donor preferences, and recording donor interactions
- Coordinate, order, and maintain Victoria Hospice's inventory of donor stewardship items (cards, chocolates, etc), and other office supplies
- Maintain Victoria Hospice recognition displays including the donor wall, the estates wall, the Donor Recognition Book, Memory Leaves in the garden, etc.
- Assist the Communications Manager and the Digital Marketing and Fundraising Coordinator to maintain the fundraising portions of Victoria Hospice's website, and social media accounts
- Support the Director of Fund Development by tracking vacation schedules, booking team meetings, etc

- Train volunteers as needed to support reception functions, in-house mailings, donor thank you calls, etc.
- Create other donor correspondence as needed
- Assist with other fundraising initiatives as required
- Other related duties as required

Education and Experience

- Post-secondary education
- Excellent communications and relationship skills
- Strong administrative, organizational and time management skills
- Experience working in the non-profit sector is an asset
- Experience organizing special events is an asset
- Experience with office management is an asset
- Ability to work in a fast-paced environment and meet deadlines
- Ability to work effectively in a team and adherence to donor privacy and confidentiality
- Initiative, drive, enthusiasm and a genuine interest in other people
- Advanced computer literacy including Microsoft Office, Raiser's Edge, Adobe Creative Suite
- Fluent in social media
- Ability to work flexible hours when required
- Valid Class 5 BC Driver's License preferred
- Willingness and enthusiasm for continual learning