



**Position Title:** Donor Services Officer  
**Position Type:** Full-time, continuing  
**Reports To:** Director, Database, Donor Services & Annual Giving

### **The Organization**

St. Joseph's Healthcare Foundation raises and stewards funds vital to fulfilling St. Joseph's Healthcare Hamilton's mission as an exemplary academic health sciences centre devoted to research, education and compassionate patient care, consistent with the Sisters of St. Joseph of Hamilton's historic legacy of serving body, mind and spirit.

### **Core Function:**

Oversees the daily tasks of the Donor Services Department, ensures accurate data entry and timely acknowledgement of gifts. Provides exceptional donor service and plays a vital role in donor stewardship, retention and our overall fundraising program.

### **Specific Responsibilities**

- Oversees the delegation of daily tasks in the donor services department, including receipting and organization of gifts, returned mail, record maintenance and donor correspondence.
- Tracks all gift processing from batching to quality control of receipts/acknowledgement letters.
- Performs accurate data capture in The Raiser's Edge, generates official tax receipts and donor letters ensuring database procedures and processing timelines are adhered to per Foundation policy.
- Coordinates the merging, mailing, signing and printing of thank you letters, next of kin notifications and donor correspondence sent in response to specific appeals, donor driven gifts, memoriam donations, major gifts, and pledge payments (notifies Moves Managers when appropriate).
- Performs quarterly reviews/edits to donor acknowledgement letters and works with Foundation Departments to generate special thank you letters as required.
- Performs updates of event participation, address changes, donor attributes, donor giving and recognition preferences, mailing preferences and hospital employee information in The Raiser's Edge.
- Monitors obituaries and performs proactive outreach to funeral homes and next of kin to facilitate in memoriam donations.
- Updates and maintains RE records of Hospital and Foundation Board Members, SJHS boards, and local/regional political figures.
- Responds in a timely, professional and customer-service oriented manner to all gift-related calls and inquiries from donors to the Foundation.
- Maintains batch & receipt number log and provides weekly analytic reports to supervisor on processing timelines/volume/batch status.
- Runs weekly queries and performs weekly GL Posting to Financial Edge ensuring accurate fund/subtype capture and liaises with Finance Department for monthly reconciliation.
- Ensures that returned mail is researched for correct addresses & recorded in R/E files.
- Maintains exclusion files according to patient mailer returns.
- Performs monthly and payroll donor administration and co-ordinates monthly EFT and bi-weekly payroll donations and generates annual consolidated receipts for pledge and monthly donors.
- Co-ordinates ongoing pledge reminder mailings with the Manager, Major Gifts, Director, Special Events and Annual Giving Officer.
- Works closely with the Manager, Database, Research & IS to run data integrity reports, prepare gift related queries, import and export pertinent data.

- Adheres to privacy legislation and CRA guidelines for charitable giving and receipting.
- Assists with the administration of Patient comfort & Kindness grants.
- Updates and maintains online donation forms, in memoriam and tribute web pages.
- Supervises staff and volunteers as appropriate.
- During lulls in processing times, this position may assist with grant applications, online donation page updates and other Foundation tasks as required.

**Skills Required**

- College diploma or university degree in a relevant discipline or relevant work experience
- Knowledge of Raiser's Edge or similar gift processing software
- Advanced Microsoft Office skills (Word, Excel and PowerPoint)
- 3+ years' experience in gift processing and donor service
- Demonstrated leadership and organizational skills
- Ability to communicate effectively and professionally
- Proficient letter writing, editing, merging, proof-reading skills
- High level of attention to detail and strong customer service orientation
- Knowledge of CRA requirements for official tax receipts

**Salary and benefits:**

Salary will be commensurate with skills and experience.

**Deadline for applications:**

December 21, 2018

**Application Process**

Submit your resume and covering letter to:

St. Joseph's Healthcare Foundation  
Attn: Donor Services Officer Posting  
224 James St S  
Hamilton, ON  
L8P 3A9

Or Email:

[hr@stjoesfoundation.ca](mailto:hr@stjoesfoundation.ca) with the subject line: Donor Services Officer

\*Thank you for your interest in working at St. Joseph's Healthcare Foundation, but only candidates selected for an interview will be contacted.