



Donor & Stakeholder Relations Administrator

Location

Manitoba (Winnipeg) / Partially Remote (minimum 3 days on-site)

Position status

Regular 35 hours per week

Why Join The Kidney Foundation?

Excellent kidney health, optimal quality of life for those affected by kidney disease, and a cure. This vision drives us to build community connections, fund research and deliver programs and services that make a difference in the lives of those impacted by kidney disease, while engaging them in a community of care and support.

You can make a difference by joining our dynamic and dedicated team at The Kidney Foundation of Canada!

What do we offer?

- A hybrid working environment
- Support for a home office set up and monthly home internet allowance
- 3 weeks annual vacation (6% of earnings)
- 10 Health (sick) days and 2 personal days per year
- 12 paid holidays per year
- Participation in the Group Insurance Benefits plan
- Participation in the Group RRSP (employer contribution 5%)
- A full employee assistance program
- A culture that supports continuous learning and development

Job Overview:

The **Donor & Stakeholder Relations Administrator** is an individual who works well in a fast-paced environment with a small collaborative team. They bring strong time management and multi-tasking skills to the workplace, along with curiosity, compassion, and collaboration.

What You Will Be Doing:

- First point of contact for incoming phone calls and emails, responding in a prompt and courteous manner (including the Kidney Cars Program)
- Provide support for all fundraising events as requested, but specifically Kidney Walk
- Assist with STFA administration and Kidney Care Boxes packing/fulfillment
- Accurately capture donor intent in processing gifts by maintaining a thorough understanding of all appeals, funds, and gift types including annual pledges, matching gifts, tribute gifts, online, and in-kind donations
- Partner with Finance to coordinate general accounting of gifts, bank deposits, accounts payable and assist as needed with monthly revenue reconciliation
- Generate timely and accurate acknowledgment letters, tax receipts, and tribute acknowledgments; effectively coordinate with team for special letters



- Create, edit, and maintain accurate constituent records in Raiser's Edge, ensuring that all biographical and contact information for donors and volunteers conforms to the standards established by the Foundation
- Introductory calling to corporate community to determine contacts for sending event/donation requests or kidney health presentation invites
- Respond to requests for information from donors, volunteers, and staff in a professional and timely manner. Assist the team with troubleshooting and resolving gift processing questions
- Assist the development team with data cleaning projects, such as address updates, duplicate record cleanup, outstanding pledge research, and constituency code updates
- Schedule and organize meeting logistics as assigned (records, prepares, and distributes minutes).
- Organize and order supplies, handle shipping/couriers/mail delivery, etc.
- Provide support to management and aid with various administrative duties

Qualifications, Skills and Experience Needed:

- 2-3 years' high paced office experience; experience inputting data or gift entry into Raiser's Edge or a similar content management system is considered essential
- Strong research, organizational, oral, and written communication, and proofreading skills, with a clear eye for detail, and a thoughtful, analytical approach to managing complex tasks
- Proficiency using MS Word, Outlook, Excel
- Familiarity with non-profit fundraising operations. Strong working knowledge of CRA receipting guidelines
- Ability to be self-directed, provide solutions, work well with competing priorities, meet deadlines, and manage workflow processes involving multiple people
- Collaborative style combined with the ability and desire to work in a team-based environment.
- Sound judgment and the ability to exercise discretion when dealing with confidential information regarding the Foundation's business and sensitive donor information
- Ability and willingness to work a flexible schedule when required to meet deadlines or other priorities, and
- Ability to use critical thinking skills to navigate and anticipate requests for data and to solve complex technical problems.

How to apply?

Email your resume and cover letter to: greg.unger@kidney.ca with the subject line "DSR Administrator".

Deadline for submissions is **Friday, November 10, 2023**.

We wish to thank all applicants for their interest and effort in applying for this position; however, only candidates selected for interviews will be contacted. This position will remain open until a suitable candidate has been found.

More about The Foundation?

To learn more about The Foundation and explore our vision and mission, please visit our website at kidney.ca.

The Kidney Foundation of Canada welcomes and encourages applications from people with disabilities. Accommodation is available on request for candidates taking part in all aspects of the selection process. Kidney Foundation of Canada complies with the requirements of Accessibility Act.