



Job Posting Date: December 2023

DONOR AND ADMINISTRATION COORDINATOR

Full Time - Temporary Contract

JOB SUMMARY

The Coordinator, Donor Service and Administration is responsible for managing the day-to-day circulation of incoming traffic including visitors, callers and on-line inquiries and is a key member of the finance and administration team. The coordinator provides exceptional customer experience to all who enter the building, call the office or graciously make donations or purchases that support Lung Saskatchewan.

Lung Saskatchewan believes that good lung health is essential for everyone's well-being and quality of life. Our programs and services focus on protecting lung health, preventing lung disease, and ensuring that the right resources are available for those who need them. Thanks to our work, Saskatchewan has seen tremendous strides in lung health policies, research, education, and patient support.

RESPONSIBILITIES

Customer Service

- Provide an exceptional level of customer service to both internal and external stakeholders, serving as the first point of contact for the public
- Facilitate Radon kit sales and inquiries
- Triage incoming mail
- Prepare and process all outgoing mail
- Respond to general inquiries; provide information and direct the incoming calls to appropriate departments, programs or other agencies

Donor Data Management

- Management of donor database including inputting correct and accurate data, entry of all donor gifts, pledges and donor information
- Produce tax receipts, thank you and acknowledgement phone calls and letters in a timely manner
- Process all credit card payments
- Download and process all online donations and donations from online charitable platforms

Finance and Administration

- Prepare deposits (daily-weekly), and related financial reports

- Prepare and process accounts payable
- Prepare and enter journal entries
- Enter and monitor accounts receivable
- Reconcile general ledger asset and liability accounts
- Ordering supplies
- Shipping and receiving

Marketing and Development

- Update event tracking and database, assisting with any related follow-up as needed
- Provide support at events and triage pre-event inquiries accordingly
- Stay apprised of current information on various campaigns and timelines, providing feedback to marketing team to ensure best consumer experience

QUALIFICATIONS/EDUCATION/EXPERIENCE

- A minimum of three years of recent related experience, preferably within a larger dynamic non-for-profit environment.
- Complementary education and training are a benefit

KNOWLEDGE, SKILLS & ATTRIBUTES

- Positive & Energetic attitude with a love for delivering excellent customer service
- Confident self-starter with strong propensity for organization ability to manage multiple priorities
- Exceptional verbal and written communication skills with excellent interpersonal skills
- Proficiency in Microsoft Word, Excel and working knowledge of CRM systems
- Ability to be respectful in managing expectations of a wide range of stakeholders
- Strong problem-solving skills; able to find innovative solutions with limited time
- Ability to work collaboratively within a team and independently with minimal supervision
- Accounting knowledge, education, and/or experience.

HOURS

- Office hours are Monday to Friday from 8:30am to 4:30pm. Our office is located in Saskatoon, SK. This position is required to be in office full time.

JOB TYPE

- This is a full-time temporary position for up to 14 months with the possibility of an extension or becoming permanent. Includes competitive pension, dental and health benefits. There will be a six-month probation period.

APPLICATION DEADLINE

- Please submit cover letter and resume to Kristy McKnight, CFO & Director of Operations via email at Kristy.mcknight@lungsask.ca by midnight on **Monday, January 15, 2024**.