



YMCA of Greater Vancouver Employment Opportunity

Date Posted:	May 15, 2019
Position Title:	Coordinator, Donor Relations
Location:	Joyce YMCA: Vancouver, BC (travel is required to visit other work locations in the Lower Mainland and Fraser Valley)
Terms:	Full-time, Permanent
Shift:	35 hours per week (some evenings and weekends as required for special events)
Salary:	Under Review, includes benefits
Start Date:	June 2019
Reports to:	Manager, Fund Development

About Us:

The YMCA cares about raising healthy and resilient kids, ensuring youth feel confident and supported, and helping people feel healthy and connected to others in the community. As the Lower Mainland's largest operational charity, our staff and volunteers provide vital community services that have a positive impact on some of the community's most pressing social issues. We've been a part of the Lower Mainland for more than 130 years – a place where people of every age and background find the support they need to reach their potential. Serving over 120,000 people annually, the YMCA of Greater Vancouver provides programs and services in health and fitness, aquatics, child care, camp, employment, education and training, child and family development, immigrant services, global initiatives, youth leadership development and health management. In all things, we align our activities with our values:

- Do the right thing - We are caring, respectful, honest and responsible in all we do
- Put people first - We believe in the strengths, perspectives and passion of people
- Keep our promises -We do what we say we will do
- Lead by example -We are courageous, speak with conviction, listen attentively and collaborate

Nature and Scope:

Reporting to the Manager of Fund Development, the Coordinator, Donor Relations ensures that donor relations/stewardship activities are accomplished according to the donor engagement strategy, with a goal to improve donor retention rates, increase average gift amounts, and deepen donor relationships. This role supports advancement of the philanthropy and stewardship mandates of the YMCA of Greater Vancouver and YMCA of Greater Vancouver Foundation by driving stewardship within all YMCA vehicles: capital campaign, major gifts, annual giving, and legacy giving. The incumbent must have experience working directly with a variety of internal and external stakeholders, excellent interpersonal skills, event management skills, a strong aptitude for fundraising, and a commitment to delivering exceptional customer service while managing multiple projects and deadlines.

Responsibilities:

- In collaboration with the Fund Development team, help drive an integrated fundraising strategy that will establish strong philanthropy practices in all YMCA branches and the YGV Foundation
- Drive donor relations systems, ensuring donor centred service, to maintain positive relationships with past, current, and future donors
- Understand donor interests and be aware of donor giving trends in order to cultivate/steward donors
- Prepare personalized impact reports and collect relevant program information to properly report to donors
- Support Manager, Fund Development with "moves management" through knowledge of donor stewardship
- Plan and execute the Heritage Club luncheon and other stewardship/donor appreciation events
- Actively participate in fundraising activities to contribute towards Annual Campaign goal

- Generate awareness of the YMCA as a charity in the community and build relationships with existing and new community partners through pledged events, third party events, sponsorship, and other initiatives
- Record donor requests, interactions, and information in the database (Raiser's Edge) in a timely manner
- Collect feedback from donors (e.g. donor surveys) to inform donor relations/stewardship strategy
- Coordinate donor gift acknowledgement process and support individual donor stewardship via letters, thank you cards, donor appreciation gifts, and other communications via phone and email
- Support YMCA of Greater Vancouver Foundation with administrative tasks such as taking minutes at board meetings, coordinating foundation grants, preparing fund reports as needed
- Coordinate volunteer opportunities for donors
- Prepare donor-centred communications for a variety of YMCA newsletters to share the YMCA story and the impact of gifts
- Provide guidance to staff and volunteers regarding donor stewardship and recognition in accordance with the overall strategy
- Assist with donor inquiries, troubleshoot problems and provide resolution to escalated donor inquiries or complaints
- Participate in the delivery of philanthropy training for all YMCA branches, with a focus on donor relations/stewardship
- Assist with preparation of the YGV Foundation annual report and other reports to donors as needed
- Administer stewardship metrics and provide reports and statistics as required
- Support Association-wide initiatives and events, coordinating volunteers and staff support
- Other tasks as required

Qualifications/Experience:

- Post Secondary Degree or Diploma in a related field and 2 years related experience and/or a combination of related education and work experience
- Demonstrated achievement in annual fund development, training, and event management
- Ability to plan, implement and monitor event budgets
- Excellent written, verbal and interpersonal communication skills
- Experience and ability in preparing and delivering presentations to internal and external groups
- Team player with proven ability to foster community relationships and fundraising opportunities
- Proven ability to plan, prioritize, implement multiple projects under pressure to meet deadlines
- High degree of independence and initiative
- Ability to work some evenings, weekends and flexible schedule, as required
- Respect for confidentiality and strong sense of professional ethics
- Proficient with Microsoft Office (Excel, Word, PowerPoint, Office 365)
- Knowledge of Raiser's Edge an asset
- Valid Driver's License and access to a vehicle
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding start date

Competencies:

In addition to bringing a commitment to YMCA vision and values, the candidate should possess the following competencies:

Leading Self

- Evolve in Professional Capability – Commit to being better
- Achieve Excellence and Authenticity – Show up with the best version of you

Leading Others

- Develop the Potential in Others – Help people grow and lead
- Create a Culture of Connection – Build bridges between people and partners

Leading Mission

- Think and Act Strategically – Make good decisions and act on them
- Make an Intentional Impact – Advance the strength and cause of the Y

Application Process:

Internal Applicants: Please apply online through the ADP Workforce Now Career Center.

External Applicants: Please apply using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=2b4cd153-66c2-4524-9a1c-714e9e1780df&cclid=19000101_000001&jobId=289371&source=CC3&lang=en_CA

Application Deadline: 6:00pm on June 2, 2019

*Thank you for your interest and application.
Due to the high volume of applications received, only short-listed candidates will be contacted.*



The Standards Program Trustmark is a mark of Imagine Canada used under licence by the YMCA of Greater Vancouver