

## Donor & Administrative Services Specialist

**Hours:** 37.5 hours/week, hourly

**Start date:** August 2019

**Supervisor:** Executive Director

**Location:** 1830 Mountain Rd, Moncton, NB, E1G 1A9

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### Overview

The successful Donor and Administrative Services Specialist will be organized, detail and task oriented, thrive on routine, be passionate about global relief and development, and be a proactive and teachable employee. This position serves World Hope International (Canada's) (WHI CA) donors and partners through excellent constituent services, donation processing, data entry, reporting, and mission team logistics. The Donor and Administrative Services Specialist will work in collaboration with the Executive Director, Accountant, Director of Marketing and Communication, Director of Information Services, and WHI global staff. Teams are decentralized and the Donor and Administrative Services Specialist must be capable and energized to work on projects both in person on a team and by distance through video conference and electronic communication.

### Statement of Faith

World Hope International is a faith-based charity. World Hope International is a Christian relief and development charity working with vulnerable and exploited communities to alleviate poverty, suffering and injustice. The successful applicant will be required to sign the WHI CA statement of faith and abide by it while employed.

### Key Activities

1. **CRM Management:** The Donor and Administrative Services Specialist must master Blackbaud CRM (WHI CA's Customer Relationship Management software), run data reports, input all donor interactions and create new processes/automations in collaboration with the Executive Director.
2. **Donation Processing:** Process all donations, input data with precision, run weekly and monthly giving reports, log all donor interactions, and update database as needed. Work in collaboration with WHI CA's Accountant to ensure financial data reconciliation each month. Complete daily and weekly donor communication.
3. **Provide Excellent Constituent Services:** The Donor and Administrative Services Specialist is the first point of contact for donors contacting WHI CA by phone, e-mail, or in person. Receive international project reports and share with donors. Set up reporting timelines, customer service goals and facilitate reporting interactions with all donors, churches, and organizations in collaboration with the Executive Director.
4. **Execute clear and timely communication:** Proactively answer all donor questions, helping to solve any problems that may arise, and communicate organization vision and mission in all interactions. Share Canadian updates to WHI's global marketing team and update internal communication platforms so WHI's global offices have updates on Canada's progress and

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successes. Assist the Executive Director with weekly blogs and gather information and quotes to use on social media and in online updates.

5. **Coordination of Child Sponsorship Initiatives:**
  - a. In collaboration with WHI's Child Sponsorship team, the Donor and Administrative Services Specialist will:
    - Ensure that the CRM is kept up-to-date with current sponsors.
    - Set up new sponsorships, or terminate sponsorships as necessary
    - Provide occasional updates on sponsored children
    - Process correspondence from donors to their sponsored child
6. **Arrange logistics and complete office tasks:** Assist Executive Director with board meeting logistics and preparation for special events as necessary. Arrange travel for Executive Director, complete necessary expense reports. Complete all administrative functions to ensure smooth daily operations.
7. **Board meetings:** Assist with planning and co-ordination for Board of Directors meetings
  - a. Coordinate logistics for the Board meeting:
    - Make reservation at meeting location
    - Work with meeting location staff to organize meals and break-out refreshments
    - Send out information to Board members, and coordinate travel and accommodations
    - Arrange for travel to and from meeting venue
    - Arrange for accommodations
    - Upload necessary Board documents to the online portal 2 weeks prior to meeting date
  - b. Ensure approved Board minutes are filed electronically
  - c. Collect and file updated Board of Directors directory information
  - d. Collect and file updated Board of Directors signed Statement of Faith
8. **Short Term Team Logistics:** In partnership with the Executive Director and the WHI USA Hope Corps Coordinator, work to ensure smooth Canadian team logistics for all team trips. This includes but is not limited to:
  - Communication with team leader to set budget, online giving portal and application forms
  - Communicate with in-country WHI staff to set schedule and logistics
  - Track team giving, load background checks and confirm all insurance information
  - Share field manuals, confirm registration of all team members at in-country Canadian embassy
9. **Other:** Complete other projects as assigned by Executive Director.

## **Donor & Administrative Services Specialist**

### **Required Qualifications:**

1. Proven background in excellent communication and customer service skills, task-oriented and organized with a background in office administration
2. Must hold a secondary school diploma; post-secondary education in a related field of study would be considered an asset
3. Experience in using a Customer Relations Management system
4. Experience in Microsoft Suite (Outlook, Excel, Word, Powerpoint), mail merging, mass e-mail distribution, phone communication, database operation, etc.
5. Basic accounting experience would be considered an asset
6. Ability to navigate working with team members globally through video conference and online communication in a variety of time zones
7. Ability to sit, stand, and use a computer for prolonged periods of time to complete daily duties
8. Familiarity in using printer, scanner, mail machine, etc.
9. Ability to learn and manage Blackbaud CRM (donor base software); Manage Missions (online applications site); online background check program; Stripe (donation software), Vonage (phone system), WordPress
10. Experience in logistics and planning small events
11. Comfortable with occasional local travel and the potential for annual cross-country travel

Apply online by sending a cover letter and resume to Tanya Nace at [info@worldhope.ca](mailto:info@worldhope.ca)