

Job title: Development Administrative Coordinator

Reports to: Director of Development

Start Date: Jan 2021
year)

Job Category: Full time (\$31.42 an hour/ \$57,184.40 a

OPSEU Bargaining Unit

About Us and Summary of the Role

Mission

North York Women's Shelter (NYWS) actively supports the rights of women and children to build lives free of violence by providing non-judgemental safe shelter, advocacy, and a range of programs & services including 24-hour crisis support.

Vision

Our vision is to create a community characterized by gender equality where women and their children feel empowered and safe and all services are provided according to the NYWS's Trauma-Informed Key Principles.

Purpose

Reporting to the Director of development and working closely with the Director of Finance and Operations this position will play an integral role in ensuring the efficient operations of the Fundraising and Finance departments managing day to day administrative activities including data management, and financial reconciliation. Also acting as a first point of contact for many potential supporters of NYWS and coordinating in-kind and third-party event giving programs. The successful candidate will be bringing fundraising and financial data management experience. Who is very organized with a keen sense for detail, a positive, customer service-oriented attitude and strong values aligned with NYWS's mission and values.

Accountabilities and Responsibilities

Data and Finance Management

- Maintain and manage the donor database (SUMAC) and the prospect pipeline (data entry, pulling reports); on-going data hygiene.
- Processing all donations, coordinating, monitoring all online giving platforms with finance/fundraising software and preparing deposits.
- Provide research and production support of reports as required for both Director of Development and Director of Finance and Operations.
- Ensure tax receipts, acknowledgement letters and thank you messages are generated in a timely manner, and with continuity of design and message that is reflective of established NYWS practices.
- Responsible for maintaining and implementing procedure manual and policies regarding fundraising database.
- Coordinates expense reporting through invoice entry into QuickBooks, coordinating cheque runs, and processing expense reports (including wellness benefit claims).

- Maintain reconciliation reporting including credit card expenses (verify transactions, allocate expenses, prepare journal entries) and monthly reconciliation of fundraising database and finance software.
- Supporting payroll including entering employee data, collecting information, and preparing payroll payments.

Donor Coordination

- Act in many ways as the first point of contact for potential donors.
- Coordinates, triages, monitors and oversees in-kind gift program including robust gift card program.
- Coordinate third party event program: including event support, scheduling staff appearances, material creation support and administration support as required.
- Support the donor recognition program: ordering and installing plaques and donor wall, ensuring all recognition is delivered as promised.
- Coordinate and monitor stewardship activations including pledge reminders and timelines, ensures that deadlines are met, expectations are fulfilled, and donor information is both secure and confidential where appropriate.
- Participate in the fundraising, planning, implementation, and staffing of cultivation, stewardship, and fundraising events.
- Verify and ensure that donor agreements are respected supporting the Director of Development.
- Support the Annual Fund program in all data needs and support in donor follow up including thank you calls up dating email service with new emails, providing data that will shape campaigns.
- Support event planning and execution: e.g. cultivation and recognition events.

Administration:

- Provides administrative support for external and internal meetings for both Finance and Development, including planning, preparing materials for review, and ensuring appropriate follow-up actions.
- Works in collaboration with the Director of Development to innovate workflow procedures and organize operations and procedures for the fundraising department, including development of manuals, guides, and best practices.
- Responsible for maintaining fundraising and finance filing systems, including detailed donor files.
- Accurately prepare documents for donors and prospects: proposals, gift agreements, impact reports, recognition agreements, donor correspondence.
- Perform general clerical administration support including mail-outs, photocopying, and filing.
- Additional duties as assigned.

Qualifications and Skills

The Successful Candidate will hold:

- High degree of confidentiality and discretion.
- Minimum 3 years of success working in fast paced administrative role, with data base coordination or finance.
- Excellent customer service attitude and skills. Front facing donor experience an asset.
- Strong work ethic with ability and skills to handle multiple priorities and projects simultaneously and meet established deadlines.
- Excellent organizational skills with ability to prioritize.
- Extremely detail oriented.
- Positive, enthusiastic, and committed team player.

- Very skilled in working with database programs and finance software, fundraising database experience required. SUMAC experience an asset.
- Demonstrated high degree of initiative, judgement, and problem-solving ability.
- Advanced computer skills, including knowledge of accounting software and proficiency with Microsoft office.
- Availability to work flexible hours as needed for meetings and events outside routine office hours, including evenings and weekends.
- Satisfactory Vulnerable Sector Checks (PVSC) with future checks.

The Successful Candidate will possess the following skills:

- Able to successfully work from an anti-racist/anti-oppression and trauma-informed practice framework.
- Excellent professional and empathetic communication skills, as well as strong problem-solving skills
- Ability to work independently as well as part of a strong dynamic team.
- Strong adherence to ethical policies, procedures, and exercises a high degree of confidentiality and privacy of information as outlined in NYWS policies and procedures, as well as in Trauma-Informed Practice – Key Principles

Physical Requirements

- Able to lift up to and including 30lbs. Walking, standing, bending, stooping, reaching, twisting, lifting, pushing, pulling, and moving items is occasionally required.
- Must be able to talk, listen and speak clearly on telephone.
- Exposure to illnesses such as cold and influenza on a weekly basis
- Exposed to loud sounds and high noise levels on a weekly basis.
- As employees of an organization committed to harm-reduction, exposure to women who may be under the influence of substances including, but not limited to cannabis.
- Exposure to pets on a regular basis

Key Performance Indicators

- Continuous Improvement (PD participation)
- Appropriate representation of NYWS at fundraising and outreach events
- Staff training
- Team collaboration
- Data management
- Commitment to Trauma-Informed principles
- Alignment with Mission, Vision, Values

Application

If interested in this position, please submit resume via email to **Lindsay Sweeney-Hockin** at lindsay@nyws.ca and quote “Development Administrative Coordinator application” in the subject line.

Potential candidates will be contacted, no phone calls please.