

### Who We Are

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult health services and research for all British Columbians. We partner with donors to drive innovation and sustainable health care at VGH & UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Health Services. Further information about the Foundation is available at [www.vghfoundation.ca](http://www.vghfoundation.ca).

The Gift Processing (GP) department exists to support the Foundation's fundraising, donor stewardship, and recognition goals by ensuring timely and accurate processing and receipting of all gifts received. The team are the initial input area for most incoming donations that are sent or delivered to the Foundation and works closely and collaboratively with other key teams to ensure the Foundation's customer relationship management (CRM) system is accurate and up to date, and that gift and tax receipts are issued promptly and accurately.

### About The Role

The Gift Processing Coordinator processes complex gifts and is responsible for data quality assurance for data entered by the Gift Processing team. Work will include building a variety of reports and dashboards to ensure gift details entered in the Foundation's CRM are complete, accurate, and provide visibility on Gift Processing metrics and KPIs. This role will support the execution of small scope process improvement projects for the department and act as a subject matter expert on Gift Processing activity for cross-functional discussions and projects.

### Key Responsibilities

- Processes complex gifts, such as Gift-in-Kind and Estate Gifts, ensuring accurate documentation, timely acknowledgement, and appropriate follow-up.
- Issues one-time and consolidated tax receipts in accordance with the rules, regulations, and guidelines of the Canada Revenue Agency (CRA).
- Responsible for the daily balancing of gift entries, cash deposits, credit card transactions, wire transfers and other systems to produce month end report for Finance.
- Ensures donor information is maintained, updated, and gifts are properly entered into the Foundation's CRM by the GP team, so that donors can be properly receipted, and gift records are accurate.
- Builds a variety of reports and dashboards to analyze offline and online gift and donor data, to ensure data integrity is maintained and to report on Gift Processing metrics and KPIs.
- Creates and updates procedures related to Gift Processing activities, including on the use and integration with the Foundation's CRM.
- Supports the Manager, Gift Processing on executing project plans within the department to ensure maximum efficiency is maintained.
- Identifies gaps in existing procedure and documentation and acts as a key contributor in process improvement projects for gift processing.
- Occasional coverage of the front desk, and the respective administrative tasks associated with that.

### What You Offer

- Ability to think critically to identify and resolve issues independently and to know when to involve colleagues or escalate to a manager
- Highly developed organizational skills. Ability to organize workflow in order to accomplish multiple, changing priorities within a tight timeframe
- Ability to work effectively as part of a team and with a diverse group of stakeholders

- Ability to process a high volume of transactions with strong attention to detail and accuracy
- Current knowledge of CRA rules, regulations, and guidelines
- Proficient in use of Microsoft Office tools
- Develops and maintains general understanding of the basic principles and methodologies in reporting and analytics.
- Specialized knowledge of operational practices and best practices in relation to gift processing and receipting, including a good understanding of CRA compliance requirements.

### What We Offer

This is a full-time permanent position. The successful candidate can expect a starting salary between **\$56,256.48** and **\$63,927.82**, depending on factors such as skills, experience, and internal equity. Once hired, salary is reviewed annually and successful employees have the opportunity for their salary to increase over time up to the maximum of the pay band, currently **\$72,238.44**.

Additional variable pay, benefits, flexible working arrangements, investment in professional development and subsidized access to fitness, cycling and parking facilities all contribute to a top-notch total rewards package.

### To Apply

Please submit your application to our recruitment partner, Ellie Stojanovski of The Tandem Team, at [ellie@thetandemteamrecruitment.com](mailto:ellie@thetandemteamrecruitment.com) by 13<sup>th</sup> of September 2024.

We welcome applications from anyone who is eligible to work in BC and fully vaccinated against COVID-19. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.