

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.

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 Assistant is responsible for all activities related to the processing of both one-time and monthly gifts. This role requires a high level of attention to detail to ensure both gift details entered in the Foundation's CRM and payments processed are complete and accurate.

Key Responsibilities

- Prepares donation information received by mail for processing, which includes sorting and scanning mail into our systems
- Receives cash, cheque, credit card, and wire transfer donations from various sources and processes them into the Foundation's CRM in accordance with policies and procedures
- Prepares cash and cheques for deposit to the bank and processes credit card payments, while ensuring cash controls are maintained for all sources of donations
- Responsible for entering gift details into batches and committing gifts into our Foundation's CRM, ensuring accurate documentation, timely acknowledge, and appropriate follow-up
- Issues tax receipts in accordance with the rules, regulations, and guidelines of the Canada Revenue Agency (CRA)
- Processes all payments related to the monthly donor giving program, including updating monthly gift records and associated payment system with any changes to their payment plan and method
- Maintains records of files stored offsite (Iron Mountain), including the physical preparation of the shipping documentation and the boxing of records and files
- Creates and updates procedures related to Gift Processing activities, including on the use and integration with the Foundation's CRM
- Performs day-to-day tasks independently and exhibits high levels of critical thinking to resolve routine issues
- Develops and maintains positive and collaborative working relationships with Foundation staff, building trust and confidence in the Gift Processing department
- Provides occasional coverage of the front desk, and the respective administrative tasks associated with that

What You Offer

- Ability to process a high volume of transactions with strong attention to detail and accuracy
- Ability to think critically to identify and resolve routine issues independently and to know when to involve colleagues or escalate to a manager

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- 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
 - Curious learner and a strong desire for continuous improvement of processes
 - Effective verbal and written communications skills
 - Highly developed, proactive, and responsible customer service skills
 - Proficient in use of Microsoft Office
 - Current knowledge of CRA rules, regulations, and guidelines
 - Experience using Salesforce is an asset

What We Offer

This is a full-time permanent position. The successful candidate can expect a starting salary between **\$50,005.76** and **\$56,824.73**, 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 **\$64,211.94**.

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 by 17th of October 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.