## About Easter Seals

One in five (22%) Canadians aged 15 years and over has one or more disabilities. In British Columbia and the Yukon, approximately 750,000 adults and 26,000 children have a disability that limits their independence and quality of life.

Now in its 75th year, Easter Seals BC & Yukon is one of British Columbia's legacy charities operating for over six decades to provide programs and services to better the lives of children and adults with diverse abilities. Operated by the BC Lions Society for Children with Disabilities (Society), Easter Seals BC & Yukon has helped 1.1 million families in need through transportation services, Easter Seals Camps, educational classes, Easter Seals House, post-secondary bursaries at regional colleges and universities, community access services, and patient care programs.

As a registered charity, the Society relies on the generosity of donors to fund their programs and services. Through individual and corporate giving, grants, special events, and major gifts and bequests, the Society directs and stewards its funds with the strategic guidance and fiduciary oversight from its Board of Directors.

### *Mission*

Inspire communities across BC and the Yukon to support, and enable access for, individuals with disabilities.

### *Vision*

Enable abilities in our communities*.*

### *Our Values*

- **Excellence:** We strive to be the best in all that we do.
- **Relevance:** We commit to effectiveness, sustainability, and continuous improvement.
- **Integrity:** We are trustworthy and accountable.
- **Inclusive**: We treat everyone with respect, embrace diversity, and value the contributions of individuals and communities.
- **Collaboration:** We foster teamwork and build collaborative relationships.
- **Access:** We champion improved access for individuals with disabilities.

## What You'll Do

The Philanthropy & Donor Services Assistant supports the Philanthropy & Engagement team and helps keep Easter Seals BC/Yukon's Annual Giving Program running smoothly. As a frequent first point of contact for donors, you'll respond to inquiries, send acknowledgements, support campaigns and events, and ensure donor interactions are recorded accurately in Salesforce.

You'll work alongside the Development Operations & CRM Specialist, who oversees Salesforce, gift entry, tax receipting and reporting. When the Specialist is away, you'll be responsible for covering her day-to-day CRM and gift-processing duties so that essential work continues without interruption. Training and documented procedures will be provided.

The Director – Engagement & Philanthropy is your primary supervisor and sets priorities. The Specialist provides training, procedures and day-to-day guidance on Salesforce and gift-processing workflows.

## Responsibilities

### Donor Services & Stewardship — 40%

- Serve as the first point of contact for donor inquiries by phone, email and in person. Respond to routine questions about giving, receipts and programs, and refer complex, sensitive or major-gift matters to the appropriate Philanthropy lead.
- Prepare and mail thank-you letters and acknowledgements for all gifts, using receipt data provided by the Specialist and meeting established stewardship timelines.
- Make donor thank-you calls and complete other stewardship touchpoints in line with the stewardship plan.
- Prepare and mail year-end consolidated tax receipts with accompanying thank-you letters.
- Handle requests for replacement receipts, address changes and communication preferences according to established procedures.
- Support tribute and in-memoriam giving, including notification cards to families and honourees.
- Respond to monthly donors' inquiries about payment updates and declined or cancelled payments, coordinating with the Specialist.
- Record donor interactions in **Salesforce** according to the organization's call-logging and data-entry standards.

### Gift Administration & Office Support — 30%

- Open and log incoming donation mail; record, batch and prepare cheques and donation forms for entry and deposit, following Finance and gift-processing controls.

- Complete routine Salesforce data entry, including contact updates, interactions, event attendees and mailing results, following standards set by the Specialist.
- Cover the Specialist's day-to-day Salesforce and gift-processing responsibilities during her absences. This includes entering online and offline donations, generating tax receipts, monitoring automated donation and receipting processes and flagging exceptions; preparing scheduled weekly contribution and Annual Giving reports; completing routine data-quality checks and record updates; and providing first-line Salesforce help to staff. Follow documented procedures, keep a handover log, and escalate system administration, configuration, complex reporting or support-partner issues to the Director – Engagement & Philanthropy, or hold them for the Specialist's return.
- Process returned mail and update donor records.
- Maintain stewardship supplies and donor materials, including letterhead, envelopes, thank-you cards and recognition items.
- Provide administrative support to the Philanthropy & Engagement team, including document preparation, meeting materials, filing, scheduling, and coding invoices or expenses for Finance.

## Campaign & Event Support — 20%

- Support direct-mail and special appeals with Marketing and external vendors, including proofing letters and personalization, preparing seed lists, tracking mail drops and sending post-campaign stewardship mailings.
- Manage event invitation lists, RSVPs and registration; respond to attendee inquiries; and prepare guest lists, name tags and check-in materials for signature events.
- Provide on-site event support, including registration and check-in, guest and sponsor assistance, and post-event thank-yous.
- Help compile and proofread donor listings for the AGM impact report and other donor recognition pieces.

## Community & Team Support — 10%

- Promote and represent Easter Seals BC/Yukon to donors and the community at events, presentations and community activities.
- Share potential prospects, upgrade opportunities and donor feedback from conversations with the Philanthropy team.
- Protect the confidentiality of donor, financial and personal information and follow privacy, security and records-management requirements.

- Undertake related duties and special projects that support the goals of the Philanthropy & Engagement team, as assigned.

## What you bring

### Education and Work Experience

- High school diploma or equivalent.
- Experience in customer service, administration, retail, hospitality or a nonprofit setting is welcome, including part-time, volunteer or student roles.
- Courses or training in business, communications or nonprofit management are helpful but not required.
- Exposure to fundraising, donor relations or event support is a plus.

### Knowledge, Skills and Abilities

- Warm, professional phone and email manner, with excellent written and verbal communication skills.
- Proficiency with Microsoft 365, including Outlook, Word, Excel, Teams and SharePoint.
- Experience with a CRM or database such as Salesforce or Raiser's Edge is an asset; Salesforce training will be provided by the Development Operations & CRM Specialist, including preparation for back-up coverage.
- Strong accuracy, attention to detail and organization; able to manage recurring deadlines and seasonal peaks.
- Ability to handle confidential and sensitive information with sound judgment and discretion.
- Availability for occasional evening and weekend work to support events, and flexibility to work additional hours during peak periods and back-up coverage.
- Knowledge of CRA charitable-receipting requirements is an asset.

## What's In It for You?

At Easter Seals BC/Yukon, we believe our people are our greatest strength. We are committed to creating a supportive and engaging workplace where you can grow and make a meaningful impact.

- **Flexible schedule:** 20 hours per week, with occasional evening and weekend work.
- **Compensation:** Between 27,414 CAD to 30,640 CAD per annum, based on experience.

- **Stimulating work:** A challenging and rewarding environment.
- **Work-life balance:** Hybrid work and three weeks of paid time off (regular schedule) and wellness days.
- **Benefits:** Comprehensive Medical Group Benefits, RRSP matching up to 6%, your birthday off.
- **Ongoing training:** Opportunities to learn and develop.
- **Equal opportunity:** We believe every employee has the right to fair treatment, equal opportunity and a workplace free from discrimination.

*Diversity, equity, inclusion, and accessibility are essential to creating a meaningful and vibrant workplace. At Easter Seals BCY, we are committed to building a strong and representative team and encourage applications from members of all communities who are disadvantaged under the BC Human Rights Code. Easter Seals BCY is also committed to developing an inclusive, barrier-free selection process and work environment. Please advise if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.*