

JOB DESCRIPTION

| | |
|-----------------------|---|
| Job Title | Stewardship & Fulfillment Officer |
| Department | Annual Programs & Fulfillment |
| Reports to | Director of Annual Programs & Fulfillment |
| Direct Reports | N/A |

The Position

Reporting to the Director of Annual Programs and Fulfillment, the **Stewardship & Fulfillment Officer** (the Officer) is responsible for supporting donor-centric fundraising efforts through the enhancement of trusting relationships between the Foundation and donors, encouraging lifetime support from individual, corporate and foundation donors.

The Officer will be an enthusiastic self-starter who is responsible for the implementation of the stewardship plan and processes and ensures that the related activities required are completed across the Royal Alexandra Hospital Foundation (RAHF). The Officer will be a polished professional and will possess enough personal and work maturity to be confident and comfortable working with high value donors, corporate sponsors, medical leaders (researchers & doctors) and with RAHF colleagues.

Key Responsibilities

Stewardship Planning & Processes

- Establish and manage information tracking processes regarding acknowledgement, recognition, and on-going communications of donors and sponsors to enhance their relationship with the RAHF.
- Collaborate with internal and external stakeholders to ensure donors and sponsors are appropriately recognized and their philanthropy is celebrated. This collaboration may include working with members of the Board of Directors.
- In collaboration with the Director of Annual Programs and Fulfillment, complete stewardship budgets.

- Consult and collaborate with hospital leadership (AHS) to identify new opportunities for donor recognition and RAHF signage within the Royal Alexandra Hospital campus and its medical centres of excellence.
- Navigate database to pull queries and set up lists when requested by team members
- Aid donation processing in the collection of information from development team in regards to gifts made.

Donor Acknowledgement & Recognition

- Monitor outstanding letters and ensure letters are written and signed in a timely manner.
- Create, maintain, update and customize thank-you letter templates.
- Maintain accuracy and organization in all databases and filing systems, including documentation supporting the Foundation's Donor Recognition walls and donor recognition matrices.
- Maintain existing physical recognition in good condition and ensure that new recognition meets recognition guidelines.
- Ensure timely revisions and updates to all donor recognition as required
- Ensure timely send out recognition emails to new online donors

Impact Reporting

- Respond to requests from Development colleagues for information on the impact of donations and, where required, coordinate with the Royal Alexandra Hospital staff to gather information for specific reports, and schedule stewardship and donor recognition visits and tours.
- Recommend and contribute content ideas for stewardship and donor recognition Communications for publications, social media, website, etc.
- Coordination and production of a range of variety of reports, letters and documents, including the Foundation's annually distributed endowment reports and Honour Roll
- Ensure timely mailing of new donor welcome packages and any other subsequent mailings.

Fulfillment

- Follow up with hospital program leads to attain progress on programs /equipment funded by the RAHF.
- Keep up to date records on hospital statistics that are related to funding.
- Provide criteria of reporting for future projects funded by the Royal Alexandra Hospital Foundation.

Other Duties as Required

- May include a role in helping to coordinate some of the activities around the annual giving program.
- Coordination and execution of our grateful patient program called *Amazing at the Alex*.
- Providing guidance and support to other areas of the Development team including major gifts, planned giving, and sponsorship.

Qualifications

Education

- University Degree or College Diploma or a combination of equivalent skills, training and experience.
- Working towards a CFRE designation preferred.

Experience

- Minimum of three (3) years of related experience in the non-profit or customer focused environment including direct interaction with donors or clients.
- Proven experience implementing successful programs.
- Prior experience with donor databases and prospect tracking systems.
- Experience with donor relations/management/customer service and relationship building is required.

Knowledge, Skills and Abilities

- Strong planning and organization skills, has ability to translate plans into strategic, results-oriented action.
- The ability to think creatively.
- Excellent interpersonal skills — open, approachable, and considerate.
- Possesses the ability to work independently and as part of a team.
- Strong communicator with excellent presentation and writing skills, demonstrated familiarity with composing various types of letters, briefings and reports.
- Strong project management skills, ability to prioritize efficiently and effectively under time constraints, organize and complete work independently under minimal supervision.
- Possesses problem solving ability, uses sound judgment in situations requiring initiative and tact.
- Meticulous attention to detail and accuracy are essential.
- Strong computer skills, including the Microsoft Office suite of products and database management.
- Able to work occasional evenings and weekends, and travel, as required.

Additional Requirements

Security Clearance Check

All NEW employees are required to provide a successful satisfactory Canadian criminal record check and/or Vulnerable Sector Search prior to the start of their employment. The check must be specific to the role and must be dated no more than 90 days prior to the date on the written offer.

Driver's License

Must have a valid Alberta Driver's license and access to a vehicle.

Hours of Work

7.75 hours per day Monday-Friday. 38.75 hours per week. Permanent 1.0 FTE

Ability to work irregular hours, evening and weekend will be required for certain events.

Compensation

Salary is commensurate with experience. This is a full-time permanent position that includes a competitive benefits package.

Applying

Please include salary range expectations with your resume/cover letter.

Closing Date: **Thursday, January 21, 2021**

Forward resume with cover letter to:

careers@royalalex.org

-OR-

Stewardship & Fulfillment Officer
Attn: Hiring Manager
Royal Alexandra Hospital Foundation
10240 Kingsway NW
Edmonton, AB T5H 3V9

The Royal Alexandra Hospital Foundation thanks all applicants for their interest in employment with us; however, only those selected for interviews will be contacted.