

## **Job Posting: Development Coordinator**

As of August 20, 2019

The Vancouver Botanical Gardens Association (VBGA) raises funds to support programs and activities at VanDusen Botanical Garden and the Bloedel Conservatory. With a mission to engage people in the importance of biodiversity to our lives, and to foster a lifelong love of plants and gardens. The Development Department raises funds from annual, major and planned gifts through direct mail, special events and moves management.

### **Position Overview:**

Reporting to the Director of Development, the Development Coordinator is responsible for helping coordinate various aspects of the VBGA's Development program and promote a culture of philanthropy. This is a front line position with a great emphasis on customer service and donor relations.

### **Responsibilities:**

- Processing donations and constituent information by accurately entering data into our CRM (Donor Perfect), running reports, and exporting data into external software programs.
- Cultivating and Stewarding relationships with our donors – answering enquiries, making thank you calls and attending special donor events
- Securing and fulfilling donor benefits
- Coordinating all aspects of the direct mail program
- Helping in moves management – performing research, preparing files, mailings and tax receipts
- Liaising with the Education, Volunteer, Membership departments
- Facilitating the updating of Development information on our website and social media
- Handling donor concerns in a prompt, friendly and professional manner

### **Qualifications**

#### **Education and experience:**

- Post-secondary degree
- Experience with CRM database software – Donor Perfect or Raiser's Edge or similar
- Minimum of two to three-years experience in non profit development work
- Experience in planning and implementing special events
- Experience preparing and organizing direct mail appeals
- Experience working with and/or managing volunteers in a not-for-profit setting

#### **Required Skills**

- Extensive knowledge of Microsoft Office products including Excel and PowerPoint and ability to work with software applications, such as webinars, blogs, Google suite and other data presentation tools. Basic familiarity with WordPress is an asset.
- Outstanding attention to detail, project management and organizational skills
- Excellent writing skills
- Ability to input, analyze and interpret data
- Accounting skills are an asset

**Personal Characteristics:**

- Enjoys providing exceptional customer service via phone, email, and in-person
- Thinks strategically and creative in planning, data analysis, project management, and problem-solving
- Excels in an open-concept and collaborative work environment, with flexibility and willingness to assist other team members
- A passion for people, fundraising and the environment

**Availability:**

- 28 hours/week, Monday – Thursday. Some weekend and evening shifts required.
- Start date November 1-15, 2018.

**Submit your resume and cover letter by Monday, September 15, 2018 to:**

Josh Coward, Director of Development  
jcoward@vandusen.org