SHEPHERDS OF GOOD HOPE FOUNDATION

JOB POSTING
(Internal/ External)

POSTING NUMBER: **2023-011**

POSITION: **Coordinator, Administration**
Non-unionized position
Group Benefits and RRSP

STARTING SALARY: $46,634- $53, 296

CLOSING DATE: Send your resume and cover letter to: hrrecruitment@sghottawa.com quoting posting number **2023-011** no later than **4:00 p.m.** on **February 23, 2023.**

SUMMARY

Are you passionate about working in the non-profit sector and serving those currently experiencing chronic homelessness? We are looking for a highly organized and detail-oriented administration professional to join the dynamic Shepherds of Good Hope Foundation. Our purpose is to transform the generosity of our donors and community into hope and dignity for those who experience chronic homelessness. As a team, we are committed to an open and collaborative environment. You are a person who thrives in a position that values proactive problem-solving, innovation, and forward-thinking. If this is you and you want to make a difference in our community, we want to meet you!

The Coordinator, Administration primarily provides essential administrative support to the Shepherds of Good Hope Foundation team. The Coordinator, Administration, also fulfills the central receptionist function for Shepherds of Good Hope at 233 Murray St., with a strong focus on donor and community service and relationship building. A good understanding of today's non-profit climate and regulations will help you excel in this role. The Coordinator, Administration, works collaboratively with the entire Shepherds of Good Hope Foundation team, and is the frontline in our ability to stay organized and provide excellence to our stakeholders. Additionally, they liaise with staff in all departments across Shepherds of Good Hope, as well as volunteers and community members.

RESPONSIBILITIES

- Receive and manage community and donor communications through multiple phone lines and email boxes simultaneously.
- Maintain stakeholder relation standards by ensuring all inquiries are responded to in a timely manner.
- Triage and forward inquiries to relevant parties while ensuring to respect all aspects of confidentiality and privacy.
- Receive donations over the phone and/or direct them to the appropriate person in the Foundation.

- Work collaboratively with the Finance and Foundation teams to file, scan, and document in-kind donations and other information as required.
- Greet visitors to the building and respond to their needs.
- Maintain office/event supply inventory and order items and supplies for various programs, track and code invoices.
- Compile and code monthly credit card expense statements with assistance from Foundation team.
- Organize and maintain a professional office space.
- Create strong relationships with internal and external partners representing the organization with a high level of professionalism.
- Supervise Foundation office volunteers while they are onsite with administrative tasks, while working proactively with the volunteer recruitment team to ensure needs are met.
- Attend meetings, capture minutes/action items, and ensure prompt distribution and follow up.
- Provide administrative support for ad hoc projects as needed.
- Assist with data entry as required.
- Assist with donor stewardship strategies like phone calls and letters as required.

QUALIFICATIONS

The Coordinator, Administration, will have post-secondary education in administration or a related field and/or a minimum of 2 years of experience providing administrative support in a fast-paced environment. Additionally, they will possess the following skills and experience:

- Detail oriented, strong project management skills and a commitment to accuracy.
- Strong written and verbal communication skills.
- Strong problem solving, organizational and critical thinking skills.
- Strong interpersonal skills and ability to collaborate.
- Competencies in computer systems including Microsoft Office.
- Experience working within a multi-disciplinary team; skilled in collaboration and maintaining healthy team dynamics.
- Raisers Edge or other fundraising database experience is considered and asset.
- Must be legally entitled to work in Canada and be at least 18 years of age.
- Excellent communication skills in English
- Communication skills in French are considered an asset.

WORKING CONDITIONS

The regular working schedule is 8 hours from Monday to Friday, during normal business hours that are typically between 8am and 5pm. Due to the nature of this position, the successful candidate is expected to be present in the office 5 days/week. The position requires flexibility in scheduling work around program needs that may occur from time to time during evenings and weekends (i.e., fundraising events). Shepherds offers staff the ability manage their time accordingly and utilize flexible working hours where needed to make up for the times where exceptional hours may apply.

Shepherds of Good Hope Foundation is committed to being responsive to the diverse needs of our service users, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process, and we will work with you to meet your needs.