

Seeking the Best Philanthropy Operations Associate (1 Vacancy)

As a member of our Philanthropy Operations Team, the incumbent will provide administrative assistance and project management support to our Donor Experience, Recognition, and Stewardship programs. Reporting to the Donor Experience Officer (Katherine LaPlante), the incumbent will assist in coordinating major stewardship activities, including our twice-annual fundraising breakfasts and other memorable stewardship activities that demonstrate the impact of donor support. This position requires an experienced administrator who is capable of tracking and coordinating a high volume of work.

"If you're interested in a career that combines the best in customer service to make our visitors feel like guests while providing exceptional administration support, and results in the wonderful feeling of giving back, then this is the position for you. Saying 'Thank you' to donors and supporters isn't just polite; it's the key to building long-term relationships and support. And saying, 'Thank You' is only the beginning...."

Heather McLean, Vice President, Philanthropy Operations

Position Type: Full-time, permanent (37.5 hours per week)

Number of vacancies: 1

Annual salary: \$41,000-\$48,500

Benefits: Includes medical benefits (semi-private hospital, extended health care, vision care, dental care); life insurance; employee and family assistance program; defined benefits pension, and much more.

Location: Ottawa, Ontario. Predominantly telecommuting with flexible arrangements (likely a hybrid model) available when our office reintegrates later in 2022 (date TBD). Onsite work is conducted in non-clinical areas of The Ottawa Hospital's Civic (1053 Carling Avenue) and General (501 Smyth Road) campuses, as well as the Irving Greenberg Family Cancer Centre (3045 Baseline Road).

COVID-19 Safety Protocol: The Ottawa Hospital Foundation complies with all health and safety regulations that are established by The Ottawa Hospital's Occupational Health and Safety Department (masking, social distancing, daily health screenings etc.).

Language: English essential, French is considered an asset.

Years' Experience: New graduates who demonstrate incredible potential will be considered; however, preference will be given to candidates with 2-5 years' experience in an administrative and/or fundraising environment.

About Us

The Ottawa Hospital is one of Canada's largest learning and research hospitals, with more than 1,100 beds, approximately 12,000 staff members and an annual budget of about \$1.2 billion.

Our focus on learning and research helps us develop new and innovative ways to treat patients and improve care. As a multi-campus hospital affiliated with the University of Ottawa, we deliver specialized care to the Eastern Ontario region, but our techniques and research discoveries are adopted around the world. We engage the community at all levels to support our vision for better patient care. From the compassion of our people to the relentless pursuit of new discoveries, The Ottawa Hospital never stops seeking solutions to the most complex healthcare challenges.

The Foundation's (TOHF) purpose is to inspire and enable support for the highest quality healthcare and world-class research at The Ottawa Hospital.

At TOHF, we are proud to have what we believe to be the best, the brightest, and the most dedicated employee team in the entire country! We have worked hard to create a work environment that fosters collaboration, creativity, and work satisfaction for all of our employees. Consistently, we are ranked as one of the highest-performing foundations in Canada.

"I am proud to be leading The Ottawa Hospital Foundation as the healthcare landscape of our city is transformed with the redevelopment of the Carling Avenue Campus. We want the best staff to join our exceptional team as we prepare for this generational opportunity."

Tim Kluge, President and CEO, The Ottawa Hospital Foundation

In this position you will:

- Provide administrative support to the Donor Experience Officer, and the Donor Recognition & Stewardship Officer, including calendar management and scheduling, general meeting support (i.e. support the creation of presentations, preparing meeting agendas, recording meeting minutes, tracking meeting action items etc.), and other administrative duties as required (processing invoices, coordinating signatures, overseeing project activities in Wrike etc.).
- Assist the Donor Experience Officer in coordinating, tracking, and facilitating activities related to our twice-annual Presidents Breakfasts, Campaign Celebration events (virtual, in person, and/or hybrid), and home-hosted events.
- Assist the Donor Recognition and Stewardship Officer in coordinating, tracking, and facilitating activities related to naming opportunities, recognition commitments, donor wall updates, gift announcements, and Statements of Understanding that accompany Gift Agreements.
- Embrace Wrike, a project management tool and demonstrate super-user capability.
- Leverage Raiser's Edge/Blackbaud Luminate, SharePoint, Adobe, and Wrike in your day-to-day work.
- Provide superior customer service to all TOHF stakeholders (donors, prospects, volunteers, hospital partners etc.) through email, telephone, and occasionally in-person while working the reception area of our offices at the Civic Campus, General Campus, and the Irving Greenberg Family Cancer Centre, as workplace health and safety regulations permit.
- Other duties as required.

Knowledge, skills, abilities:

- Ability to thrive in a dynamic work environment with shifting priorities, time-sensitive deliverables, and a high volume of work.
- Strong project management skills and the ability to adapt to changes in projects and timelines.
- Ability to streamline processes by identifying inefficiencies and implementing solutions, particularly through the innovative use of technology.
- Superior attention to detail.
- Demonstrated experience formulating and implementing policies and procedures.
- Exceptional problem-solving skills, and the ability to operate with minimum supervision.
- Ability to communicate clearly and concisely.
- Experience in a front-facing customer service role.
- Superior administrative skills and knowledge of administrative protocols, office procedures, and practices to provide daily professional administrative assistance to the Philanthropy team.
- An open and warm manner that inspires trust and confidence.
- Ability to forge good working relationships with internal and external stakeholders.
- Advanced computer skills in Microsoft Office Suite are required. Familiarity with Raiser's Edge and Wrike is considered an asset.
- Knowledge of The Ottawa Hospital and The Ottawa Hospital Research Institute is considered an asset.

Operational requirements:

- Willingness and ability to work outside of regular business hours when needed

Benefits

The true benefit of working with The Ottawa Hospital Foundation comes from the ability to work on a team that is making a difference in our community. Everything we do has a direct impact on improving the lives of people in the Ottawa region every day. In addition to an exceptional and collaborative work environment, The Ottawa Hospital Foundation also offers an excellent compensation and benefits package, and values and supports ongoing professional development opportunities for all members of our team.

We believe that our people are our strength. Our success stems from our ability to attract and retain the best people who have a passion for our community's healthcare system and want to make a difference in your community. If you are looking for a truly unique career opportunity and a chance to work for an established, successful organization, apply today.

How to Apply

Please forward your resume and cover letter outlining your experience, salary expectations and why you think you would be a suitable candidate for this position to **TOHF-jobs@toh.ca** by **Monday, May 30th, 2022**. Your application should be submitted as a single PDF and should use the following title: **Firstname_Lastname_Philanthropy Operations Associate (Donor Experience and Recognition)**.

The Ottawa Hospital Foundation values diversity and embraces an organizational culture that is inclusive and free of bias and discrimination. The Foundation is committed to a board and staff that is comprised of talented and dedicated individuals with a diverse mix of expertise, experience, skills, and backgrounds.

We would like to thank all applicants in advance and advise them that only candidates selected for an interview will be contacted.

Job Contact Information

Human Resources
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