

Reception & Administrative Assistant

Sinai Health Foundation raises and stewards funds to support Sinai Health. Sinai Health is Canada's leading integrated health system and comprises Circle of Care; Hennick Bridgepoint Hospital; Lunenfeld-Tanenbaum Research Institute; and Mount Sinai Hospital, Joseph & Wolf Lebovic Health Complex. The generous support of our community fuels everything we do from seamless care to scientific discovery.

People are excited to come to work every day at Sinai Health Foundation. As a **world-class institution**, we have a unique and rich personality. We are driven to make a positive impact for patients, their families and society.

We love the clash of ideas that lead to better solutions. Challenging the status quo is encouraged. **Collaborating** will allow us to push forward.

We recognize that the pace of change continues to accelerate and understand **flexibility** is vital. We take our work seriously and have a lot of **fun** doing it! Laughter echoes throughout our organization.

We embrace and celebrate differences. Diversity, equity and inclusion is an important part of our culture. We have great **respect** for our strengths, perspectives, opinions and lifestyles.

We have high expectations of each other, but even higher expectations of ourselves. We are not hampered by rules and processes, we **trust** in each other.

We do all that we can do...and then we find a way to do a little bit more. We embody creativity, imagination and a fierce determination to make the world a better place.

We are looking for a highly motivated and experienced professional to become part of our team and contribute to the success of our plans. The Foundation is seeking a self-motivated and proactive individual with exceptional interpersonal and communication skills to fill the full-time role of Reception & Administrative Assistant.

Reporting to the Executive Director, Integrated Marketing, the Reception & Administrative Assistant position will be the first point of contact for donors, volunteers, staff and visitors to the Sinai Health Foundation and will be responsible for the main reception duties.

This role is entirely in-office, with no opportunity for remote work. The hours are 9 a.m. to 5 p.m., Monday through Friday.

Responsibilities include but are not limited to:

Reception duties:

- Act as the first point of contact for donors, volunteers, staff and visitors
- Respond to donor requests and inquiries by answering and returning calls and emails in a timely and effective manner
- Manage the main email accounts for Sinai Health Foundation, Hennick Bridgepoint Foundation and Arthritis Research Foundation
- Effectively follow up with donors via phone, email, mail and in-person as required
- Capture, record and process donations received by phone or in-person
- Create, update and maintain accurate donor records in Raiser's Edge database; appeal code verification as required.

General administrative duties including:

- Ensure timely distribution of materials and documents both internally and externally, including sorting mail and faxes
- Responsible for inventory management of Integrated Marketing stationery supplies, reordering when required
- Ensure correct coding of campaign donations received by mail, or third-party donor advised (Canada Helps, UJA, Benevity, etc.) including appeal codes, package codes, and Fund ID's
- Complete Gift Processing and Gift Change forms as required
- Ownership of the Tribute Card process, including executive cards – generating cards, proofreading messages and getting them in the mail promptly
- Manage the tracking and fulfillment process for Labour of Love, Love Locks and for Grateful Hearts donations; identifying donors with compelling stories to share via organic social by passing donor information on to Foundation social media lead
- Calling donors as required, to obtain their updated payment information, to thank them for their support
- Generate and mail pre-formatted donor thank-you and welcome letters, tax receipts and invoicing
- Perform research to ensure accurate information is entered into the database. This may include web searching for obituaries, phone numbers and new addresses as well as communication with donors
- Update donor information in Raiser's Edge, mailing address, do no contacts, returned/bad mail, verify receipting and respond to donor inquiries
- Ownership of Payday Payout: ensuring all tickets are printed and draws are executed on time, verifying eligibility of all winners, ensuring winners receive their prize money, ensuring revenue is uploaded to Raiser's Edge, responsible for submission of license materials, ensuring the website is updated as required with licensing and winners' information
- Other duties as assigned.

Job requirements:

- Successful completion of an undergraduate degree or diploma from an accredited educational institution. Proven equivalent and recent related education, training and experience may be considered
- Minimum of one (1) year of related in office experience preferably within a large dynamic not-for-profit environment (exposure to a fundraising environment an asset)
- Extremely strong attention to detail; demonstrated organizational and administrative skills, including strong proof-reading ability
- Effective verbal and written communication skills and ability to communicate in a tactful and professional manner
- Working knowledge of Raiser's Edge or similar relational database an asset
- Respectful and service oriented with demonstrated ability to attend to details; exceptional follow-through as demonstrated through effective customer service experience
- Works well in a diverse team environment with the ability to multi-task and meet deadlines
- Able to set priorities and troubleshoot, and problem solve independently using sound judgement

- Excellent time-management skills
- Strong follow-through on deliverables
- A professional aligned with Sinai Health Foundation's five values: collaboration, flexibility, fun, respect and trust.