



Job posting Office Administrator

Helping to give all kids the best chance to live a long and healthy life — that's what we do at the Stollery Children's Hospital Foundation. Is that what you want to do, too?

The position

We are looking for an office administrator who will be the first point of contact with the Stollery Children's Hospital Foundation, representing the Foundation to donors, the public and other key stakeholders. The office administrator performs administrative functions to support the Foundation office, including all procedures related to a highly functioning reception area, mail and courier systems, office supplies, equipment, common-use kitchen and supporting teams as necessary.

Everything we do is for Stollery kids and their families. As a member of our team, you'll work in a trust-based, collaborative culture, with solution-focused team members who encourage ideas, take initiative, embrace change and celebrate successes.

The Stollery Children's Hospital Foundation is strongly committed to an inclusive, respectful and equitable workplace that represents the communities we serve. We value applicants with a diverse range of skills, experiences and competencies, and especially welcome applications from racialized persons/persons of colour, Indigenous Peoples, persons living with disabilities, LGBTQ+ persons and others who may contribute to the further diversification of ideas.

Key responsibilities

Reporting to the director, fundraising integration, you will:

Office administration

- Represent the Foundation to donors, the public and other key stakeholders in a professional and knowledgeable fashion
- Answer, investigate, understand and direct calls to appropriate Foundation employees
- Greet and direct visitors to appropriate Foundation employees
- Respond to inquiries from the public and provide information relating to the Foundation
- Process confidential information related to the Foundation, donors, patients, families, employees, Hospital partners, board of trustees, volunteers and other stakeholders
- Support the Foundation office and teams by booking meeting spaces, managing the mail and courier systems and maintaining a reconciled petty cash account
- Assist the executive team with correspondence and board meeting preparation as required
- Process and forward donations received in person or by email and phone to the finance team
- Assist human resources in preparing new employees for success by building onboarding binders and facilitating their onboarding processes in relation to parking, office supplies, equipment and systems access
- Provide support to projects, events and functions as required to support teams in achieving Foundation goals
- Maintain an up-to-date front desk/administrative manual, both paper and digital, of current processes, procedures, organization charts, key contacts, resources, task lists and related files



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- Co-ordinate, manage and support off-site document storage logistics with third-party vendors
- During Mighty Millions Lottery season, receive and administer ticket sales, ensuring completion and accurate credit card batch reporting
- Oversee Foundation office common areas (kitchen, copy and meeting rooms, hallways and foyers), including identifying, co-ordinating and addressing maintenance needs as well as ordering supplies and ensuring general organization and cleanliness
- Develop strategies and tactics to identify and forward fundraising inquiries to the appropriate teams to improve donor experience and maximize program growth
- Keep current on Foundation events, campaigns and meetings, and participate or support as required

Office systems, supplies and equipment

- Establish and maintain stock requirements for office and kitchen supplies and non-branded stationery; replenish through online ordering within budget allocation
- Oversee and co-ordinate troubleshooting and maintenance of office equipment, including printers, copiers, phones, computers, appliances, etc.
- Respond to office cleaning and building maintenance requests; facilitate requests with third-party vendors/building management and follow up to ensure timely completion
- Maintain a current and confidential inventory of all office keys
- Facilitate staff IT equipment and systems access needs, following up to completion
- Co-ordinate phone system operations, including maintaining the telephone software program and managing the hardware inventory with the third-party vendor

Provide database and file management support

- Update donor records in Raiser's Edge as required
- Assist with data entry and tax receipting procedures as required

Other

- Actively promote, participate in and be an ambassador of the Foundation's fundraising activities and events
- Support policies and processes that maintain confidentiality and appropriate handling of volunteer information

As our ideal candidate, you're someone who is:

- Educated, ideally with a diploma in office administration or a related field, or a combination of equivalent skills and experience
- Experienced in administration with a minimum of three (3) years in office administration
- Able to demonstrate strong written and verbal communication skills
- Understanding of computer, internet and telephone systems and functions, in relation to office administration procedures
- Able to demonstrate excellent telephone etiquette and a customer service approach
- Able to demonstrate excellent administrative skills, with advanced knowledge in the Microsoft Office suite of products and Adobe PDF



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- Experienced in database software, specifically Raiser's Edge 7 and NXT
- Able to demonstrate strong organizational and time management skills; able to manage multiple priorities and follow through effectively while maintaining quality
- Self-directed and able to anticipate issues and address them proactively
- Knowledgeable of office equipment and supplies inventory management
- Able to work with a wide variety of personalities and situations with discretion
- Approachable, open, self-motivated, accountable, flexible, tactful and professional
- Positive with a solution-focused attitude and who can work both independently and as part of a dynamic team
- Passionate about children's health and building grassroots movements

Additional information

- The Stollery Children's Hospital Foundation requires all employees and new hires to be fully immunized against COVID-19, and to provide proof of this immunization. Employees who cannot be fully immunized on the basis of a protected ground (i.e., medical or religious) may request an exemption.
- Our successful applicant will be required to undergo a background and credit check
- Our successful applicant will be required to maintain a valid driver's license and access to a properly insured vehicle

If this position describes you and you're motivated to make a difference in the lives of children, we invite you to submit your cover letter and resumé. This position will remain open until September 23rd, 2022 or until we find a qualified candidate who's a great culture fit.

To apply, please email: jobs@stollerykids.com

**** Enter "Office administrator" in the subject line.**