

KGHF FOUNDATION



ARE YOU READY TO USE YOUR SUPERPOWERS FOR GOOD?

At the KGH Foundation, we are driven by excellence. We strive to use our superpowers to build world-class health care, right here at home. This work is your opportunity to impact countless lives of those in the Southern Interior. If you're an extraordinary individual who is ready to use their superpowers for a purpose, look no further.



WE'RE LOOKING FOR AN EXCEPTIONAL: DONOR RELATIONS COORDINATOR

DATE POSTED: March 18, 2025

POSITION CLOSES: March 31, 2025

POSITION STATUS: Permanent Full -Time

LOCATION: Kelowna , BC

REPORTS TO: Vice President of Philanthropy

SCHEDULE: Monday to Friday (37.5 hours per week)

SALARY BAND: \$44,000 - \$55,000, with ability to progress up to \$66,000

SUMMARY:

This position plays a vital role in ensuring the long-term engagement and stewardship of KGH Foundation donors, ensuring a positive experience regardless of giving level.

The Donor Relations Coordinator has a significant influence on the quality of relationships between KGH Foundation and its partners. They will maintain positive relationships and contribute to on-going and long-term support of the Foundation. This role will aid the Directors of Philanthropy in ensuring their donor relationships are progressing, and aid in direct donor communications.

A key focus will be the management of a comprehensive stewardship program as we know that this is the most critical relationship building tool. This position will work closely with every member of the Development Team as well as the Communications Team and Director of Grants Management.

KEY RESPONSIBILITIES:

Development Department Support

- Keep Directors of Philanthropy accountable to their engagement & stewardship activity.
- Assist with donor, opportunity and action data entry into NXT.
- Support coordination of donor meetings, tours, events and other communications.
- Facilitate review of donor communication lists.
- Support cheque presentations and gift announcements.
- Support donor fundraising and stewardship events, ensuring donor experience is at the forefront.
- Create custom impact reports for major gift partners, including Endowment Funds.
- Assist in ensuring accurate and relevant data entry for all donor and donor-related activities to allow for annual comparative analysis.

Donor Communications/Annual Program Management

- Implement donor recognition walls to honor and celebrate the contributions of our supporters, enhancing our engagement and stewardship efforts.
- Provide oversight for the short- and long-term strategy of donor segments not typically assigned to a Director of Philanthropy (i.e. Annual, Mem/Tribute) to increase number and amount of annual gifts and ensure appropriate communication strategies.
- Identifies and implements opportunities for deeper donor engagement, across all levels.
- Manage the Memorial Bird program.
- Manage the Welcome Package content and process.
- Manage the Memorial/Tribute process.
- Manage inventory of thank-you letters, including custom letters, in consultation with Communications Team.
- Manage distribution of campaign and project impact reports for all levels of supporters, in consultation with the Grant & Development Writer and Communications Team.
- Aid in build out of content for Newsletters, Annual Report and Good News emails.
- Maintains a portfolio of compelling stories, and relationships with health care workers, which can be leveraged to illustrate donor impact.

KEY RESPONSIBILITIES CONTINUED:

Stewardship Program Oversight

- Management of stewardship program, including processes and policies and ensuring these are adhered to by all members of the KGH Foundation team across departments.
- Oversee timelines and budget allocated to stewardship.
- Manage donor recognition opportunities including walls and naming applications.
- Oversee Thank You call program including coordination of Director and volunteer calls.

CORE COMPETENCIES:

- High level organizational skills and detail oriented
- Able to work to deadline
- Effectively handle multiple projects simultaneously
- Project and Program management experience
- Superior relationship skills
- Significant creative skills
- Problem solving and results focused
- Self-starter who works well with a team
- Accountability and dependability

REQUIREMENTS:

- Previous development/fundraising experience or relationship-based profession
- Knowledge of RE/NXT or similar CRM/database tool
- Knowledge of local philanthropic culture
- Strong program and project management skills
- Significant ability to manage varied tasks simultaneously
- Significant attention to detail
- Able to effectively communicate both verbally and in writing
- Post-Secondary education or professional development in a related field

WORKING CONDITIONS:

- Mix of regular office hours and weekend and evening hours as required.

WHAT'S IN IT FOR YOU?

We're asking a lot of you - so what are we giving back?

- Competitive salary & a transparent salary band
- Pension supplement
- Four weeks paid vacation
- Comprehensive dental and extended medical benefits
- The opportunity for hybrid work after a probationary period
- Opportunities for professional development
- Casual 'Dress for Your Day' dress code
- An incredibly supportive & talented team to work alongside

ABOUT US:

The KGH Foundation is a leading charitable organization dedicated to enhancing health care quality in our region and beyond. Located in the vibrant Okanagan Valley, we offer a dynamic and supportive work environment that encourages collaboration and creativity.

The KGH Foundation's philanthropy team works with purpose and thoughtfulness to connect generosity with meaningful outcomes. Using a community-centered approach, we link donor intentions with opportunities to make needed changes in caring for the health and well-being of people in the Southern Interior of BC.

We value collaboration and ensure supporters and beneficiaries are informed and connected to impact by effectively engaging internal and external partners.

Opportunities to support the KGH Foundation are shared in open dialogue so donors can explore and plan their giving journey. As trusted resources, we offer insights into philanthropic strategies and goals to help amplify the impact of their generosity.

Our success is measured collectively, as a team, reflecting our shared commitment to advancing health care excellence. We are grateful for every opportunity to engage new supporters, to showcase the incredible work of our health care providers, and to inspire deeper connections to our mission in all ways.

Together, we are enabling world-class health care where it matters most – right here at home.

OUR VISION:

World Class Health Care close to Home.

OUR CULTURE CODE:

At the KGH Foundation, we're driven by a sense of purpose and a commitment to making a meaningful impact. We value patience, kindness, and respect, understanding that great things take time and collaboration. Creativity fuels our innovation, while professionalism and compassion guide our interactions. We believe in having fun and sharing stories, cultivating a transparent and team-oriented environment where celebrations and gratitude are part of our daily culture.

To apply, please send your resume and cover letter to Chandel Schmidt, VP of Philanthropy.

The KGH Foundation is an equal opportunity employer committed to cultivating a diverse and inclusive workplace. We warmly invite candidates of all genders, ethnicities, cultural backgrounds, sexual orientations, and abilities to apply. We believe in providing an environment where all individuals have the opportunity to achieve their fullest potential and embrace diversity and the unique contributions that each team member brings to our collective mission. Join us in transforming health care in the southern interior of British Columbia.

If you require accommodation for any part of the recruitment process, please contact us at info@kghfoundation.com.