

## Donor Services Officer

Burnaby, BC

We are **Knowledge Network**, British Columbia's public educational broadcaster. You are an emerging fundraising professional with a passion for public service media. Our Fund Development team is looking for a detail-oriented Donor Services Officer. The Knowledge Partners fundraising program, accredited by Imagine Canada, has shown consistent and steady growth over decades, thanks to our dedicated viewers and donors.

As a member of our frontline donor services team, you'll help us continue to grow by:

- Processing all types of donations and updating database records information by accurately entering data into our CRM (Raiser's Edge), preparing and running reports, exporting and importing data from external sources and manipulating data in other software programs like Excel.
- Nurturing relationships with our viewers and donors- taking donations and answering inquiries by phone or email, making thank you calls and attending special donor events
- Securing and fulfilling donor benefits - ordering/entering/shipping thank you gifts and coordinating the delivery of our magazine
- Executing the donation solicitation cycle - preparing files, mailings, tax receipts
- Backing up our Audience Relations department and liaising with finance, IT and other areas as required

Our successful candidate will have a relevant degree or diploma, ideally in fundraising or non-profit management, and a minimum of 2 years of experience in a similar role, demonstrating a solid understanding of fundraising practices, principles and activities. You have database experience, preferably with Raiser's Edge, and advanced administrative and computer skills specifically in MS Word and Excel.

You love people, numbers and data equally and are energetic, conscientious and curious about seeking ways to make things better. You take pride in your exceptional customer service, interpersonal, communication and organizational skills and love being part of a team.

Knowledge Network is an equal opportunity employer committed to diversity in everything we do. We invite applications from women, visible minorities, Indigenous Peoples, individuals with disabilities, persons of all sexual orientation and gender identities, and all people committed to meaningful work that makes a difference. We are a crown corporation, funded by an annual operating grant from the provincial government and through donations from over 47,000 Knowledge Partners. As such, we offer you:

- Stable employment with a secure, trusted employer

- Standard hours (8 hours/day; Monday-Friday) so you can enjoy your evenings and weekends
- Generous vacation (start at 4 weeks) plus 12 stats, so you can really enjoy paid time off
- 100% employer-paid dental, extended health, vision care for you and your family, plus life insurance and short-term disability insurance (long-term disability is employee-paid)
- An extremely generous defined benefit pension plan (BC Municipal Pension Plan)
- A competitive salary - starting in the low-50's and working your way up to \$60K
- Training and professional development opportunities to grow your skills

If this sounds like the right opportunity for you, at the right time in your career, please send a letter stating why you are the right person for us, along with your resume to [hr@knowledge.ca](mailto:hr@knowledge.ca), by September 24th. If you require accommodations at any point during the application and hiring process, please let us know.