



IWK Foundation

Stewardship Assistant – Front Desk

Who We Are:

The IWK Foundation, together with its donors, strives to be the catalyst to revolutionize health care and research for women and children. The IWK Foundation is committed to continuous improvement and running a business that is entrepreneurial, innovative, and based on strong values.

What We Need:

Be part of the future of women's and children's healthcare by playing a vital role as the first point of contact for donors, volunteers, and the public.

Reporting to the Manager, Donor Engagement, the Stewardship Assistant – Front Desk, supports donor stewardship activities, including tribute and memorial programs, database updates, and donor recognition mailings, while also contributing to key administrative and finance-related processes.

The Stewardship Assistant works with the Donor Engagement team and collaborates with other Philanthropy team members and departments to ensure exceptional donor care and efficient operations.

The Stewardship Assistant – Front Desk role is full time, in-person and on-site, and expected to be in the office Monday – Friday 8:30am to 4:30pm, with lunchtime coverage for the desk provided.

What You Will Do:

Stewardship & Front Desk Reception:

- Serve as the first point of contact for phone calls, emails, faxes, and walk-ins, creating a welcoming and donor-centered front-desk experience.
- Coordinate and oversee in-person donor visits, including preparing welcome signage and ensuring cash handling protocols are followed.
- Create a welcoming environment for all guests, including set up for meetings, ensuring a high level of visual appeal and delivering a positive first impression.
- Triage and route all incoming donor inquiries, feedback, and requests to the appropriate Foundation team member(s) for timely follow-up.

- Manage the donor feedback document, ensuring that feedback is captured and shared with appropriate team members for a timely resolution.
- Support the Volunteer and Stewardship Coordinator during peak times by making thank-you calls to new donors and preparing welcome packages.
- Support Donor Engagement team as needed.
- Monitor returned mail, bounced e-receipts, research updated contact information, and update records in Raiser's Edge.
- Provide administrative support for memorial and tribute giving programs, including sending notifications to next of kin and fulfilling requests for program supplies.
- Assist with donor receipting mail-outs, and support resolution of duplicate records or receipt issues in collaboration with the Finance team.

Office Administration and Finance Support:

- Support day-to-day administrative functions of the Foundation Office, including:
 - Logging and distributing incoming mail
 - Organizing donation documentation for processing
 - Maintaining front desk supplies and appearance
- Ensure compliance with donation acceptance, receipting, and financial documentation protocols, working closely with the Gift Entry (Finance) team.
- Support preparation of internal mailings or documentation as required by the Donor Engagement and Philanthropy team.
- Oversees mail machine to ensure appropriate postage is available and utilized
- Assist with organizing coverage of responsibilities for vacations, appointments, etc.
- Assist in the preparation, set up and clean up for all meetings in the Foundation boardroom
- Act as primary contact for vendors associated with administrative supplies and services
- Arrange for outbound courier deliveries
- Order office supplies, track, and maintain inventory
- Order kitchen supplies, sanitation and cleaning supplies as required
- Maintain and track IWK Foundation branded inventory
- Maintain IWK Foundation Visitor Sign-In log
- Support updates and communications as needed for Foundation offices and facilities
- Other office administration tasks and duties as required

Who Are You:

You are known for your exceptional interpersonal and communication skills with a warm, professional demeanour.

You have:

- Certificate or diploma in office administration, or similar relevant post-secondary education.

- 1-2+ years' experience in front-desk, administrative, or customer service role, ideally in a non-profit or fundraising environment.
- Familiarity with donor databases (Raiser's Edge) is considered a strong asset.
- Strong organizational and multitasking skills, with keen attention to detail.
- Ability to maintain confidentiality and handle sensitive donor information with discretion.
- Proficiency in Microsoft 365, including Word, Excel, Outlook, SharePoint, and Teams.
- Team-oriented, dependable, and able to manage time effectively in a busy environment.
- A confident, energetic, and positive outlook.

You thrive working in a fast-paced environment, collaborating with a dedicated and passionate team to enable world-class care for Maritime children, women, and families.

What Do You Do Now?

If you are passionate about children's and women's health, with a desire to be a part of something meaningful in our communities, hearing patient stories, meeting patients and patient families, donors and health care professionals impacted by the work the Foundation does each day, then this is your opportunity! The IWK Foundation also provides a competitive and comprehensive compensation package.

If this role seems right for you, please provide a cover letter outlining why you believe it is a fit, along with your resume to iwkcareers@iwkfoundation.org with the subject line: **Stewardship Assistant – Front Desk**. We thank all candidates but only those selected for an interview will be contacted.

We welcome all applicants who self-identify as Indigenous, Black/African Nova Scotians, Persons of Colour, Immigrants/Newcomers, Persons with Disabilities and 2SLGBTQIA+ to apply and represent the communities that we support.