



Job Posting Date: October 2024

ADMINISTRATION COORDINATOR

Part-Time Position: Permanent Contract

JOB SUMMARY

The Coordinator, Donor Services and Administration is responsible for managing the day-to-day circulation of incoming traffic including visitors, callers and online inquiries. The Coordinator provides exceptional customer experience to all who enter the building, call the office or graciously make donations or purchases that support Lung Saskatchewan.

At **Lung Saskatchewan** we work to deliver on our mission: to improve lung health one breath at a time. Our commitment to improving lung health in Saskatchewan began in 1911 during the tuberculosis epidemic that swept across the province and Canada. Today, we continue to fight for the 1 in 5 people in Canada affected by lung disease such as asthma, chronic obstructive pulmonary disease, pulmonary fibrosis, lung cancer, and sleep apnea.

RESPONSIBILITIES

Customer Service

- Provide an exceptional level of customer service to both internal and external stakeholders, serving as the first point of contact for the public.
- Triage incoming mail.
- Prepare and process all outgoing mail
- Respond to general inquiries; provide information and direct incoming calls and emails to appropriate departments, programs, or other agencies.

Donor Data Management

- Update donor database including inputting correct and accurate data, entry of all donor gifts, pledges, and donor information.
- Produce tax receipts and mail them out.
- Process donations and purchases.

Finance and Administration

- Prepare and process accounts payable.
- Shipping and receiving.

QUALIFICATIONS/EDUCATION/EXPERIENCE

- A minimum of 3 years of recent related experience, preferably within a larger dynamic not-for-profit environment. Complementary education and training is a benefit.
- Proficiency in Microsoft Word and Excel, with working knowledge of CRM systems.

KNOWLEDGE, SKILLS & ATTRIBUTES

- Positive & Energetic attitude with a love for delivering excellent customer service.
- Confident self-starter with strong propensity for organization ability to manage multiple priorities.
- Exceptional verbal and written communication skills with excellent interpersonal skills.
- Ability to be respectful in managing expectations of a wide range of stakeholders.
- Strong problem-solving skills, able to find innovative solutions with limited time.
- Ability to work collaboratively within a team and independently with minimal supervision.

HOURS

- Average of 7.5 hours/week Monday to Friday from 8:30 am to 4:30 pm.
- Our office is located in Saskatoon, SK.

JOB TYPE

- This is a part-time permanent position.
- Includes competitive pension, dental, and health benefits.
- There will be a six-month probation period.

APPLICATION DEADLINE

- Please submit cover letter and resume to Ashli Ireland, Administration Manager via email at Ashli.Ireland@lungsask.ca by midnight on **Sunday, November 4, 2024**.