

DONOR RELATIONS ASSISTANT

Join one of Vancouver Island's leading healthcare philanthropy teams.

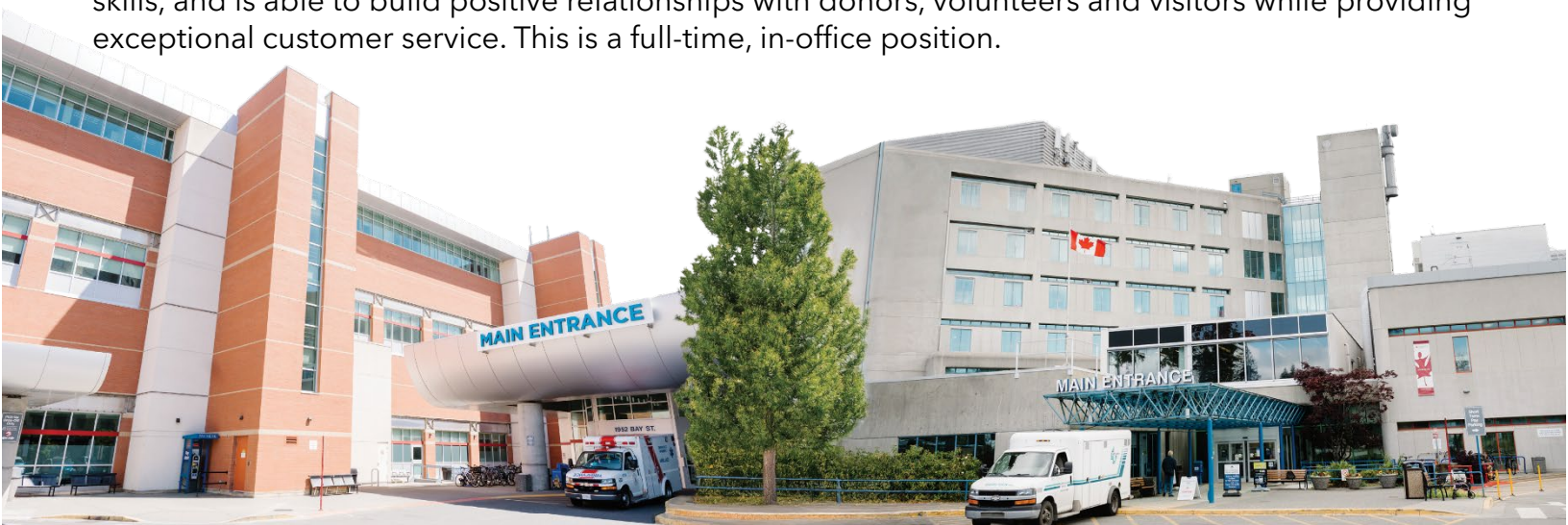
The Victoria Hospitals Foundation is a leading philanthropic organization on Vancouver Island that champions giving through prudent stewardship to advance and elevate care at Royal Jubilee and Victoria General hospitals. As a charitable partner of Island Health, we raise funds to invest in priority and best-in-class medical equipment, caregiver education, research, and special projects.

In 2025/26, more than \$37.5 million was raised from over 5,314 donors to bring innovation to the forefront of patient care in Victoria. Since 1989, the Foundation has raised over \$270 million to benefit Vancouver Island's acute care hospitals, which serve the region's 930,000+ residents.



We have an exciting opportunity for a Donor Relations Assistant to join our team! This full-time permanent role will provide essential administrative support including, maintenance of donation records and data processing services, preparing on- and off-site donor meetings and general donor engagement and cultivation. This position is also responsible for front desk/reception area duties, including processing credit card transactions, maintenance of common areas, ordering office supplies, creating and enhancing routine correspondence, and processing incoming and outgoing correspondence.

Reporting to the People & Culture Leader and working closely with all program areas, our ideal candidate has a minimum of one year of office experience, strong computer and organization skills, and is able to build positive relationships with donors, volunteers and visitors while providing exceptional customer service. This is a full-time, in-office position.



Key Responsibilities:

- Provides reception and switchboard services for the VHF office. Is the first point of contact with donors, employees, volunteers and others, answering questions or directing callers to the appropriate staff or resource.
- Ensures donor letters and tax receipts are coordinated and mailed promptly and are personalized when appropriate.
- Supports office operations, including vendor coordination, office supplies, mail and courier services, and general administrative support.
- Manages the office calendar, prepares room bookings and supports meeting room set up
- Supports and coordinates in-office volunteer needs, communication and engagement.
- Maintains donor records and supports donor database administration.
- Prepares routine correspondence as requested such as forms, letter proofing, e-mails, mail merges, addressing envelopes.
- Manages Foundation shared inboxes.
Supports all programs with donor centered correspondence including stewardship and cultivation through thank you phone calls and personalized letters/cards.

40% of equipment in our hospitals is funded by donors in our community



Experience & Qualifications:

- A degree, diploma or certificate in related discipline or an equivalent combination of experience and education.
- Minimum one year of relevant office experience.
- Experience with non-profit organization is preferred.
- Ability to use MS Office proficiently (Outlook, Word, Excel, Power Point and Access).
- Proficiency in operating standard business equipment.
- Experience with Raiser's Edge software is desirable.
- Superior customer service skills.
- Ability to deal courteously, tactfully and diplomatically with employees, volunteers and the public.
- Outstanding attention to detail.
- Excellent time management skills that enable effective organization of work and the ability to plan for and meet goals under shifting priorities and deadlines.
- Excellent oral and written communication skills.
- Ability to work effectively in a team and foster good team relations.



Total Compensation Package:

- The base salary hiring range for this position is \$49,650 - \$56,500
- The base salary range for this position is \$49,650 - \$67,170
- This salary is based on a 37.5-hour workweek with core hours 8:30-4:30

The total compensation package also includes a comprehensive extended benefit package starting immediately, and participation in a defined benefit pension program after 3 months. The time off program includes 4 weeks of vacation per year, paid sick time and other time off to support personal wellbeing.

Why Join Victoria Hospitals Foundation?

- Be part of a collaborative, high-performing team united by a shared commitment to advancing healthcare.
- Partner with physicians, clinical leaders and philanthropists who are helping shape the future of patient care.
- Work in an organization that values trust, accountability, learning and professional growth.
- Contribute directly to projects that have visible and lasting impact across Vancouver Island.
- Join a Foundation with a strong track record of success and an exciting vision for the future.



Join Us:

We welcome qualified candidates to submit a detailed cover letter and resume to VHFHR@islandhealth.ca. This position will be open until successfully filled. Interviews will be scheduled as applications are received. A full job description is available upon request.

Please include "**Donor Relations Assistant**" in the subject line.

