**Office & Donor Administrator**

The Sexual Assault Support Centre of Waterloo Region supports survivors of sexual violence. We listen, facilitate healing, and celebrate resiliency. Using an anti-racist, intersectional feminist approach, we work to transform systems which promote gender-based violence. 

We are recruiting for a full-time, permanent **Office & Donor Administrator**! Reporting to the HR Manager with a dotted line reporting structure to the Development & Communications Lead, the Office & Donor Administrator is accountable for the coordination of administrative duties of the Centre. The incumbent will also support the implementation of our annual fundraising strategy, fundraising administration, donor stewardship, and social media engagement. This position also raises awareness of the critical work we do in the community, our goals, and our financial needs.

The successful candidate should feel inspired by our work and have a genuine desire to support our mission, vision and values.

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| **Essential Requirements of Education / Experience:** |

* College Diploma in office administration and 2 - 3 years of relevant experience, or equivalent.
* Must attend and successfully complete volunteer training program upon initial employment.

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| **Key Areas of Responsibility:** |

* Front office reception
* Fundraising and social media support
* Office operations and administrative support
* Administrative support for SASC events and meetings
* Provide Support Line and Online Chat support

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| **Knowledge and Skills Required:** |

* Understanding of and demonstrated experience using a feminist anti-oppression framework.
* Exceptional time management and organizational skills, ability to multi-task and prioritize a high-volume workload with a keen attention to detail.
* Self-motivated, takes initiative, and able to work independently with minimal supervision.
* Highly proficient in Microsoft Office, SharePoint, PowerPoint, Canva, Zoom, and social media platforms.
* Demonstrated ability to troubleshoot basic tech issues

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| **Compensation and Benefits:** |

At SASC, all compensation ranges are grouped into pay “grades” and we base our compensation structure on internal equity. When determining rate of pay, a candidate’s previous, related experience will be taken into consideration along with where current staff, with similar experience, are currently paid within the relevant pay grade.

We are a Living Wage employer as defined by the [Ontario Living Wage Network](https://www.ontariolivingwage.ca/living_wage_by_region). We use a 3:1 ratio meaning that the highest paid team member is not paid more than 3 times than the lowest paid team member.

Note: Most new team members will start at or close to the entry point of the range. SASC has a 35-hour work week.

Pay Grade: 3

Min: $23.38 per hour; $42,542.50 per annum

Max: $27.50 per hour; $50,050.00 per annum

We have a health benefit plan including Extended Health Care (EHC), Dental, Employee Life Insurance, Dependent’s Life Insurance, Accidental Death and Dismemberment (AD&D), Long-Term Disability (LTD), and an Employee Assistance Program (EAP). We pay 100% of health benefit premiums for our full-time staff and their families.

Due to the nature of our work, our staff team start with four weeks of vacation. We also have 125 hours of paid time off per year. These amounts are pro-rated based on the team member's start date.

We offer RRSP matching after one year of employment.

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| **Anti-Racism/Anti-Oppression Statement:** |

**We recognize that sexual violence disproportionately impacts women, trans, and non-binary people. We particularly recognize the impact of racism and colonialism on Black, Indigenous, and racialized women, girls, gender-diverse, and two-spirit survivors.**

We acknowledge that the majority of our work takes place on the traditional territory of the Neutral, Anishinaabeg, and Haudenosaunee peoples. Our main office at 151 Frederick Street in Kitchener, Ontario is situated on the Haldimand Tract, the land granted to the Six Nations that includes six miles on either side of the Grand River.

We are committed to providing an inclusive and barrier-free work environment. We adhere to the principles of the Accessibility for Ontarians with Disabilities Act (AODA). We strive to make our recruitment, assessment, and selection processes accessible and provide accommodations as requested for applicants with differing abilities. Only information required to facilitate the accommodation will be shared with those involved in the recruitment process, otherwise accommodation requests will remain confidential. If you require accommodation at any point during the application and/or hiring process, please contact Human Resources at [jobs@sascwr.org](mailto:jobs@sascwr.org) or 519-571-0121 x102.

Given all of this, we encourage applications from women, trans, and non-binary candidates, especially those who identify as Black, First Nations, Metis, Inuit, racialized, as members of 2SLGBTQIA+ communities, and/or as a person with a disability. We invite candidates to voluntarily self-identify as a member of a diverse and/or disenfranchised group as part of their application.

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| **How to Apply:** |

This position requires the successful candidate to have a valid driver's license, access to a vehicle, and a Vulnerable Sector Police Check. This position is set to begin as soon as possible. **Please submit a cover letter outlining how your experience relates to the role requirements along with a copy of your resume in one PDF document to** [jobs@sascwr.org](mailto:jobs@sascwr.org)**.**

***We thank all candidates for their interest; however,***

***only those selected for an interview will be contacted.***

***Unless you require accommodation, no phone calls or email inquiries please.***

**Job Description – Office & Donor Administrator**

**Job Purpose:**

Reporting to the HR Manager with a dotted line reporting structure to the Development & Communications Lead, the Office & Donor Administrator is accountable for the coordination of administrative duties of the Centre. The incumbent will also support the implementation of our annual fundraising strategy, fundraising administration, donor stewardship, and social media engagement. This position also raises awareness of the critical work we do in the community, our goals, and our financial needs.

**Duties and Responsibilities:**

Front Office Coverage

* Provide front office coverage from 9am - 4:30pm, Monday to Friday and ensure coverage is in place when office has extended hours of operation.
* Ensure office coverage is arranged during absences, lunch breaks, or other engagements.
* Greet clients and visitors warmly and efficiently.
* Respond to general inquiries via email, phone, and mail.
* Offer information and support to survivors, their families, and community members, ensuring appropriate connections are made.
* Handle Support Line calls and provide Online Chat Support during work hours as needed.
* Provide guidance and support to office students/volunteers.

Office Administration

* Support administrative tasks for the Centre and its programs as needed, including taking meeting minutes.
* Organize and manage office supplies and inventory.
* Regularly assess and improve office systems for cost-effectiveness and efficiency.
* Handle incoming and outgoing mail, including organizing mail-outs.
* Maintain library resources, order pamphlets, and update bulletin boards.
* Organize and update SharePoint folders, files and records.

Office Operations

* Keep the reception area, photocopy room, and kitchen clean and organized.
* Serve as the primary contact for the alarm company.

Management Support

* Provide administrative support to the Executive Director, including meeting organization (e.g., AGM), scheduling, and internal communications.
* Provide Tech & Admin onboarding and offboarding for new team members.

Technology

* Provide basic software and tech support to staff.
* Oversee office maintenance and equipment repairs, including phone systems and voicemail.
* Manage access fob inventory, ensuring proper activation, assignment, and deactivation.
* Coordinate with external technology support for computer system maintenance, backups, virus protection, and updates.

Fundraising and Donor Administration

* *Annual Fundraising Plan:* Assist in implementing SASC’s Annual Fundraising Plan as set forth by the Development & Communications Lead and the Executive Director. Take a co-leadership role in with our gala, with guidance and support from the Development & Communications Lead. Ensure auction items for the SASC gala are solicited, received, recorded, and prepared for auction.
* *Data Entry:* Ensure donor management system (DMS) is updated on a consistent basis: ensure donor records are accurate and up to date, enter offline donations into system (cash, cheque and in-kind donations), update templates, create and run reports.
* *Donor Stewardship:* Lead timely acknowledgement of gifts to donors; send thank you notes and receipts for all incoming donations; acknowledge funders in accordance with recognition requirements. Assist in updating donor stewardship tools and templates.
* *In-Kind Donations:* Coordinate in-kind donations logistics, including arranging appointments with donors for drop-off at the office, putting donations away in practical needs cupboard, recording donor information in DMS and following up with donor stewardship procedures.
* *Fundraising Committee:* Act as co-chair of the Fundraising Committee, take minutes, and ownership of tasks associated with key fundraising events and campaigns.

Social Media Administration

* Ensure timely responses to social media messages, comments and mentions.
* Compile data for analytic reports.

Additionally, in a small agency, it is often the case that work of a nature similar to that in each job is either assigned or known to be necessary to be done. As well, from time to time, work that is not similar in nature to the job may also be required to be done by individuals in any job in order to accomplish the SASC’s purpose.

**Qualifications:**

College Diploma in office administration and 2 - 3 years of relevant experience, or equivalent.

Must attend and successfully complete volunteer training program upon initial employment.

**Communications:**

Strong communications and interpersonal/human relations skills are required in the position to articulate, motivate, and effect change both inside and outside the organization. There is frequent contact with clients.

**Working Conditions:**

This job is performed in a comfortable office environment. Much of the work involves sitting and keyboarding, but there is the opportunity to stand and move about the office. The workstation is positioned immediately inside the door to the SASC office, and therefore there are frequent work interruptions.

**Note:** This role is performed full-time, on-site at our Kitchener office. Although other staff may work a hybrid/remote work model, due to the nature of the requirements of this role, it is performed on-site.

**Direct Reports:**

None.