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## **CANADIAN LUTHERAN WORLD RELIEF (CLWR) JOB PROFILE**

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Job Title:	<b>Donations Assistant &amp; Receptionist – Term Position December 2017 to May 2018</b>
Location:	Winnipeg, MB
Hours:	1.0 FTE, or 35 hours/week
Accountability:	Community Relations Director & Finance, Admin & HR Director

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### **JOB SUMMARY**

This position will be a mixture of assisting with donor relations and receptionist duties. There will be a training period of approximately one month before working independently. This role provides the first point of contact for many people to Canadian Lutheran World Relief (CLWR) and is key to providing donors, colleagues and constituents with a professional, service-oriented, positive experience in their engagement with the agency.

Reporting to the Community Relations Director and the Finance and Administration Director, the Donations Assistant/Receptionist performs a wide variety of administrative support and donor database services, ranging from complex to routine, all of which contribute to the efficient and professional operation of the Community Relations and Finance/Administration Departments. The position requires someone who is pleasant, customer-service oriented, highly-organized and has excellent communication skills. Strong telephone and computer skills (Mac environment) and a high degree of sensitivity, accuracy and efficiency are also required.

It is expected that all employees are in agreement with the mission statement of CLWR and can work within its mandate.

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### **EDUCATION, EXPERIENCE AND SKILL REQUIREMENTS**

- Knowledgeable about CLWR, its programs and international development
- Excellent organizational and administrative skills
- Demonstrated proficiency in MS Office and Mac computer skills (including word processing, Excel and data entry with a high level of accuracy and efficiency)
- Strong spoken and written English language skills
- Demonstrated ability to deal with interruptions and meet tight deadlines

- Ability to prioritize and work with minimal supervision
- Quick to take initiative and make appropriate decisions
- Minimum 2-5 years of experience performing reception duties using a multi-line switchboard
- Minimum 5 years of experience performing a wide range of administrative support in an office environment
- Friendly and courteous, customer-service orientation
- Experience working in a non-profit, charity or church setting is considered a strong asset
- Experience working with mailing systems preferred

**KEY RESPONSIBILITIES:**

Description	% of Time
<p><b>Donations Assistant Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Respond to donor inquiries by phone (primary), in person and by email, assisting donors with information and guidance to contribute to the work of CLWR</li> <li>2. Process donations, including receiving and acknowledging donations, generating receipts, maintaining the DonorPerfect database and printing required reports in a timely manner</li> <li>3. Provide support to donor inquiries, referring them to others within the agency as appropriate</li> <li>4. Prepare documentation for the deposit of donations in a timely manner and forward to the Finance Manager for processing</li> <li>5. Provide administrative support to the Community Relations Director to support efficiency and effectiveness within the Community Relations team</li> <li>6. Oversee volunteers providing support to the Community Relations department</li> </ol>	60%
<p><b>Reception Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Ensure all visitors receive a congenial and professional reception, and are directed/assisted appropriately</li> <li>2. Manage all incoming phone calls and directing them as appropriate</li> <li>3. Process the incoming mail, e-mail and faxes, responding independently when appropriate</li> <li>4. Facilitate the logistics related to outgoing mail and courier packages</li> <li>5. Provide administrative support to the Finance and Administration department to support efficiency and effectiveness within the Finance and Administration area</li> <li>6. Assist in the maintenance and/or scheduling service of office equipment</li> <li>7. Maintain reception, office, work and storage areas in an organized manner</li> <li>8. Provides support to the Executive Assistant in coordinating board meeting logistics and documentation as required</li> <li>9. Provide administrative support to other CLWR departments as required and coordinated through the Finance, Admin &amp; HR Director</li> </ol>	40%
<p><b>Other Duties as Required:</b> Willingness/ability to develop skills to serve as needed</p>	