External Relations Assistant – Development Team

CKUA

CKUA is Alberta's voice for music, arts, and culture. Recognized as Canada's first public broadcaster, CKUA guides an inspirational journey of musical discovery through 30+ expertly curated multi-genre musical programs and other enriching arts and cultural content on-air and online. CKUA serves 380 communities across Alberta with FM Radio and, listeners around the world with live-streaming and enriching digital content through CKUA.com, the CKUA App and social platforms.

CKUA is not government funded; rather, proudly supported by a 12,000-strong worldwide crew of donors who collectively contribute 60% of CKUA’s annual operational funding. As CKUA approaches its Centennial, we are on a mission to grow our philanthropic community. Wouldn’t it be amazing to announce 100% donor-supported?! We believe so too! We are looking for an External Relations Assistant – Development Team who can help make it happen.

The Role

Our External Relations Assistant will directly contribute to CKUA’s ongoing ability to deliver excellence in donor and community relationship building and stewardship. Reporting to the Director of External Relations, the External Relations Assistant will be solely responsible for ensuring donors are thanked and acknowledged appropriately and promptly; their queries are efficiently dealt with; account details and payment processing are up to date; and accurate data and records are always consistently maintained for the purpose of quality data analysis, tracking and reporting.

Key Areas of Focus

Data Administration

- Data entry and maintaining accurate donor and corporate partner account information.
- Data collection, tracking and reporting to support marketing and fund development strategies and analysis, prospect research, and community outcome reporting.
- File and content management.

Key Duties and Responsibilities

- Ensure data and lists are as clean as possible, and extremely well-maintained.
- Respond to donor queries regarding their donations in a prompt, efficient and effective manner to ensure the highest level of donor care.
- Ensure constituent records are up to date through data entry of all donor information regarding donations, donor data, comments, and feedback.
• Ensure all donations and pledges are entered into Raiser’s Edge immediately upon receipt of payment, and acknowledgements are issued promptly.
• Support the tactical delivery of fundraising appeals, campaigns, and other initiatives.
• Gather, collate, and maintain data and information to support ER team’s accountability reporting to align with KPIs (Key Performance Indicators) for communications and development.
• Support with producing and delivering tax receipts annually, ensuring all tax receipt-related queries are dealt with, and re-issues are made as required.
• Provide support for payment processing and basic reporting as required.
• Ensure all declined credit card payments are followed up and optimally reinstated in a timely manner, to maximize all income streams.
• Other duties as assigned.

Desired Knowledge, Education and Experience

• Minimum three (3) years’ administrative experience
• Strong ability to collaborate and build meaningful relationships with multi-sector stakeholders.
• Proficiency with Raiser’s Edge, Microsoft Office 365 and Teams is critical for success in this role. Experience with Mailchimp is an asset.
• High attention to detail, thorough and accurate with excellent organizational skill.
• Strong record keeping and basic analysis to support performance measurement.
• Ability to organize workload, set priorities and manage multiple tasks.
• Ability to work independently.
• Excellent written and verbal communication skills.
• Knowledge of basic accounting and CRA (Canada Revenue Agency) fund development guidelines, best practices, and policies.
• Maintains a high degree of motivation and superior work ethic consistent with the mission and values of CKUA.

Hours of Work and Location

• Full-Time / M-F / 40-hour work week (evening / weekends as required)
• Flexible Remote Work Environment (Can be in Calgary or Edmonton)
Working Relationships

- Reports to the Director of External Relations with day-today-day supervision by Community Engagement and Stewardship Manager.
- Works closely with External Relations Team, Data Manager and Finance and Administration Department.

Salary / Compensation

- Will be administered under the 2021 Collective Agreement between CKUA and IBEW 2228, Band One.

Application Deadline

- March 30, 2020. Please send a cover letter and resume to Karla Schell, Director of External Relations at kschell@ckua.com

CKUA welcomes applications from all qualified individuals. We are particularly interested in and encourage applications from equity-seeking communities, including women, racialized and Indigenous persons, persons with disabilities, and persons of all sexual orientations and gender identities/expressions.