



External Relations Coordinator – 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, is 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 Coordinator – Development Team who can help make it happen.

The Role

Our External Relations Coordinator will coordinate CKUA's Annual Giving Program and other revenue generation activities as required. Reporting to the Development Manager, the External Relations Coordinator is primarily responsible for guiding the donor experience and journey through one-time gift to annual or monthly sustainer to major, transformational, and planned gift. Experience in moving donors through the development cycle and up the donor pyramid is paramount to achieving success in this role.

A high attention to accuracy and detail combined with strong abilities to effectively task manage and organize daily activities and, communicate (written, spoken, interpersonal) are essential for success in this role. The External Relations Coordinator is a union position (band two) and will be administered under the 2021 Collective Agreement between CKUA and IBEW 2228.

Key Area of Focus – Annual and Monthly Giving Programs

Donor Cultivation, Retention and Renewals

- Plan and implement targeted fundraising appeals to generate new donations (one-time/monthly), retain current donors, renew lapsed donors to strategically lead donors through development cycle to achieve year over year growth through philanthropic revenue
- Contribute to the coordination of fall and spring fundraising campaign appeals, and other activities as required
- Support the planning and delivery of stewardship activities in partnership with the External Relations: Community Engagement & Stewardship Team

Prospect Management and Research

- Data collection, tracking, researching and reporting to manage qualified prospecting process and systems to support strategic objectives for revenue development through philanthropy. Primary focus annual and monthly giving with regular support to Director, External Relations/CEO/Board for Major and Planned Giving.
- Support for Grants and other funding initiatives as required and delegated by the Development Manager.

Administration & Standard Reporting

Provide support as required to External Relations Assistant and Database Administrator on processing donations and other financial and administrative donor relations activities as required

Key Duties and Responsibilities

- Assist in the planning of, and coordinate and execute, 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.
- 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 tax receipt-related queries are dealt with in a timely manner, and re-issues are made as required.
- Provide support for payment processing and basic reporting as required.
- Other duties as assigned.

Desired Knowledge, Education and Experience

- Minimum three (3) years' fund development experience
- Strong ability to collaborate and build meaningful relationships with multi-sector stakeholders.
- Proficiency with Raiser's Edge NXT, Microsoft Office 365 and Teams is critical for success in this role. Experience with Mailchimp and Corporate Sponsorship and Major and Planned Giving are assets.
- 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 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 Hybrid Remote Work Environment (Can be in Calgary or Edmonton)

Working Relationships

- Reports to the Development Manager and provides support to Director, External Relations/CEO/Board as required
- Works closely with External Relations Team and Database Administrator.

Salary / Compensation

- Currently administered under the 2018 Collective Agreement between CKUA and IBEW 2228, Band Two.

Application Deadline

Please send a cover letter and resume to Greg Latham, Development Manager at glatham@ckua.com no later than 5pm on Friday July 30, 2021.

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.