



*We are an inclusive, creative, hardworking group on a musical mission to enrich lives and support the arts. As a member of the CKUA team, you'll enjoy a music-centric, arts-focused office culture and a professional, eclectic mix of colleagues. CKUA also offers bright, modern workspaces from the beautifully restored Alberta Hotel in Edmonton and Calgary Foundation CKUA Studio at Studio Bell (when we are not working remotely).*

Our team currently seeks

### **External Relations Assistant – Development Team, Donor Relations**

#### **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 Manager Fund Development, 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.

#### **Your responsibilities would include:**

##### **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.
- Perform other tasks as assigned by the Acting Director of External Relations

#### **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, Luminate, 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
- Build and maintain positive working relationships with multiple stakeholder groups and reflective of CKUA values: Community | Diversity | Inclusion | Creativity | Curiosity |Authenticity

#### **Working Relationships**

- Reports to, and with day-to-day supervision by the Manager, Fund Development.
- Works closely with External Relations Team, Data Base Manager and Finance and Administration Department.

#### **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)

This full-time position exists within the Collective Agreement between CKUA and IBEW Local 2228.

Please provide both cover letter and resume.

Apply to [careers@ckua.com](mailto:careers@ckua.com) no later than December 2<sup>nd</sup>, 2022.

**We will be interviewing qualified candidates as they present themselves.**



*CKUA welcomes applications from all qualified individuals. However, 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.*

### **Treaty people statement**

In the spirit of our journey to promote reconciliation, we honour the truth of the shared history and acknowledge that we operate on Treaty 6, Treaty 7, and Treaty 8 territories.

Treaty 6 territory is the traditional gathering place for diverse Indigenous peoples, including the Cree, Blackfoot, Metis, Nakoda, Sioux, Iroquois, Dene, Ojibway, Sauteaux/Anishinaabe and many others whose histories, languages and cultures continue to influence our vibrant community of Amiskwaciwaskahigan also known as Edmonton.

Treaty 7 is the traditional lands of the Blackfoot Confederacy which includes the Siksika, Kainai and Pikani, the Tsuut'ina and the Stoney Nakoda nations, including the Chiniki, Bearspaw and Wesley nations. We also recognize the Metis people and the Inuit who make their home here in Mohkín'sísis, also known as Calgary.

Treaty 8 is the traditional lands and home to the Cree, Dene, Metis, and Inuit whose footsteps have tread these lands for generations in northern Alberta and around Fort McMurray or Nistawayaw "The Merging of 3 Rivers" in Cree.

The Treaty Lands were and are a promise between nations to share the land and support one another. We are all Treaty people!

### **About CKUA**

CKUA is a donor-supported arts organization that envisions a better world connected through music, arts, and culture, and remains steadfast in a mission to build and connect a global community of music, arts, and culture enthusiasts through in-person, broadcast, and online programming.

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, Donor Relations who can help make it happen.