

PRHC Foundation Administrative Volunteer Job Description

We're looking for an exceptional volunteer to join our team!

Our volunteers play a very significant and vital role at the PRHC Foundation. Our ideal volunteer has a positive attitude and philanthropic heart with demonstrable administrative, communication and customer service skills. Our volunteers are often the first point of contact with our donors.

ABOUT PETERBOROUGH REGIONAL HEALTH CENTRE FOUNDATION

At PRHC Foundation, supporting outstanding patient care has been our purpose, promise and passion for more than 40 years. We work with the community to invest in the state-of-the-art equipment and technology that PRHC's healthcare professionals must have in order to deliver the very best patient care – the kind of outstanding care that everyone wants for the people they care about.

Donor investment has helped to determine the standard of care received by hundreds of thousands of patients – bridging the gap between adequate and excellent healthcare. Donors help fund the technology that forms the backbone of patient care and brings new life-saving services to our region. And by securing the best equipment, philanthropy also helps PRHC to attract and retain expert doctors, nurses and staff by offering them the tools they need to deliver the best patient care every day.

VOLUNTEER POSITION DESCRIPTION

Volunteers are key to assisting our fundraising and administrative teams. At this time, we are seeking a volunteer to support the Foundation with administrative duties, special event registration and lottery support (Staff 50/50 Lottery and Nevada Lottery) one half-day per week, for a total of 4 hours and possibly additional hours if required.

RESPONSIBILITIES

CUSTOMER SERVICE

- Provide front desk reception as the first point of contact for greeting donors both in person and by telephone
- Obtain donor and gift information from donors arriving to our offices
- Answer phones and assist donors
- Complete memorial acknowledgements as required

ADMINISTRATION

- Open, sort and process mailed donations, ensuring timely and accurate recording of donations and update donor information within the database
- Prepare bank deposits for the Gift Processing Officer once per week for the Nevada Lottery

- Reconcile Nevada Lottery ticket revenues – the proceeds from this program help fund PRHC’s highest priority needs
- Prepare lottery tickets for the Staff 50/50 Lottery – a wonderful program that encourages the Health Centre staff to contribute to the Foundation on a bi-weekly basis through payroll deduction
- Prepare manuals, mailings and other administrative tasks as required

PULSE NEWSLETTER DISTRIBUTION

- Distribute the PRHC Foundation *Pulse* newsletter throughout the Health Centre one to two times per month - a publication that communicates to our many generous donors, patients, hospital staff and the public the impact our donors’ gifts have made in the lives of patients at PRHC

QUALIFICATIONS

- Service oriented with a positive attitude and excellent interpersonal skills
- Strong organizational and administrative skills
- Demonstrated financial skills (counting, balancing, reconciliation)
- Computer skills – Microsoft Office - Excel - Database
- Professional telephone manner
- Superior attention to detail
- Reliability and punctuality
- Ability to walk significant distances throughout the Health Centre within a 2 – 3 hour period for *Pulse* Newsletter distribution
- Must maintain donor confidentiality and protect PRHC Foundation operations by keeping information confidential

ASSETS

- Previous office experience
- Previous experience working with the public or in a customer service environment

WORKING ENVIRONMENT

- 4 hours per week and possibly additional hours if required

How to apply:

- For more information, please call Christine at (705) 876-5000 or send her an email at: crothman@prhc.on.ca. To apply, please submit your resume via email by Friday, October 25, 2019.

Thank you for your interest!