

Job Profile

CHINESE-CANADIAN COMMUNITY ENGAGEMENT CO-ORDINATOR (12 MONTH P/T POSITION)

Summary of Role:

- Responsible for increasing awareness of and support for Peace Arch Hospital Foundation within the Chinese-Canadian community in the South Surrey / White Rock area.
- Works closely with the Philanthropy and Communications departments to drive community engagement through a variety of events, committee support, fundraising programs and communications projects.
- Assumes responsibility for revenue and engagement targets for the program.
- Ensures a very high standard of customer service.
- This is a contract position for 15 hours / 2 days per week.

Reports to:

- Director, Philanthropy

Direct Reports:

- N/A

RESPONSIBILITIES:

Donor Acquisition:

- Develops and executes strategies, including an action plan, that will attract new individual and group donors within the growing Chinese-Canadian community in the South Surrey / White Rock area
- Works closely with Marketing Department on our WeChat campaign
- Generates creative ideas to engage a variety of community groups including schools, places of worship, businesses and community organizations
- Translates Foundation materials and content into simplified or traditional Chinese as necessary
- Assists with Capital Campaign Management, utilizing industry best practices

Donor Engagement:

- Seeks opportunities to build relationships with community groups and associations; gives presentations (to showcase engagement opportunities)
- Represents the Foundation at community initiatives, providing engagement for and promoting awareness of programs and initiatives

- Contributes to and helps implement plans to identify and engage community influencers, stakeholders and volunteers

Donor Retention:

- Provides recommendations and guidance to the Foundation on stewardship activities
- Reviews existing recognition program and make recommendations to reflect interests of Chinese-Canadian community

EDUCATION AND EXPERIENCE:

- A diploma/degree or designation in fundraising, volunteer or not-for-profit management, marketing and communications, or an equivalent combination of education and experience
- 1+ years direct and progressive fundraising experience including project coordination and engaging with the public
- Experience with project management and volunteer coordination
- Experience in providing high level customer service support to volunteers

KNOWLEDGE, SKILLS AND ABILITIES:

- Mandarin language a must, Cantonese also desirable
- Proficient with ZOOM and MS Teams platforms
- Proficient in WeChat and other relevant on-line platforms
- Superior communication and interpersonal skills; public speaking skills and comfortable working with groups, small and large
- Demonstrated ability to engage a wide variety of stakeholders
- Experience working with and coordinating volunteers
- Strong ability to analyze, plan, initiate and complete projects in a timely manner
- Demonstrated initiative and follow through
- Exceptional time management and multi-tasking skills
- Strong attention to detail and proofreading skills
- Demonstrated ability to collaborate and work effectively as part of team
- Strong problem solving skills; results and solutions-oriented
- Good judgment, diplomacy, sensitivity and tact
- "Can do" attitude with flexibility to work weekends and evenings as required
- Working knowledge of CRM is a definite asset
- Exceptional computer skills with proficiency with Microsoft Office Suite

