

Development Coordinator

THE OPPORTUNITY

North York General Foundation is seeking a passionate, personable, and welcoming team member to join us as our **Development Coordinator**. As the central hub of our office, you will play a key role at our front desk in creating a positive and supportive experience for everyone who connects with the Foundation by walking in, attending meetings, or phoning us on the donor line.

In this role, you will also support the fundraising efforts of the Digital and Direct Response (DDR) team. This portfolio includes a wide array of giving programs including direct mail and email (donor and patient mailings), monthly giving, digital fundraising, and tribute gifts (In memory, In honour, and Say Thanks). Your support will go a long way by warmly receiving and processing donations by phone, email, and in person, and assisting with tasks related to multiple mass marketing campaigns running throughout the year.

Reporting to the Digital and Direct Response team, this position blends a friendly, service-oriented approach with a data-first mindset, supporting effective multitasking in a fast-paced and collaborative environment.

ABOUT US

North York General Foundation (NYGF) raises and stewards philanthropic support that enables North York General (NYG) to be **Here for Life** for its growing and diverse community. Exceptional care at every stage of life requires exceptional philanthropy, and NYGF is proud to partner with donors who recognize the vital role NYG plays in caring for people through life's most defining moments. Recognized by *Newsweek* as Canada's #1 community hospital for seven consecutive years, NYG serves nearly 500,000 people across one of Toronto's fastest-growing and most diverse regions.

This is a pivotal time for NYGF and the hospital, as we enter an unprecedented period of transformation that includes doubling the hospital campus and launching a \$400M+ campaign—the largest and most ambitious philanthropic effort in NYG's history. Philanthropic investment supports both urgent priorities, such as modernized facilities, leading-edge equipment, and innovative technology, and long-term initiatives that will transform care across the lifespan. These investments strengthen access, equity, and patient experience today, while shaping scalable models of care for the future.

KEY RESPONSIBILITIES

Front Desk and Office

- Provide excellent customer service as the first point of contact for all inquiries and donations by:
 - Greeting and assisting walk-in visitors, including providing directions to hospital patients and visitors
 - Answering, responding to, or appropriately transferring phone calls

- Monitoring, responding to, and routing email inquiries and comments to the appropriate staff member
- Accept and process donations on the FundraiseUp Virtual Terminal and offline gifts (cheques, cash, etc.) adhering to proper process
- Support the operational needs of the office including (but not limited to):
 - Managing inventory and ordering of office supplies
 - Coordinating with the hospital's maintenance and cleaning teams as needed
 - Coordinating mail room drop off and couriers
 - Supporting new employee onboarding including IT set up and name plates
 - Managing the Foundation's meeting room calendar and desk booking system
- Provide other support as requested to teams across the Foundation (with Manager approval)

DDR Support

- Support the Tribute Giving Program through:
 - Weekly preparation and mailing of printed cards for In Memory, In Honour, and Say Thanks programs
 - Coordinating with the Donor Experience team who are responsible for delivering Say Thanks cards and pins
 - Memorial report preparation for families as required
 - Replenishing tribute brochures throughout the hospital and community
- Support the Monthly Donor Program by:
 - Managing the donor care required to follow up on missed payments and expired payment methods
 - Managing data and sending out onboarding and ongoing email series communications with donors
 - Responding to donor inquiries about their giving including tax receipts, and following protocol for donors who request cancelation of their monthly giving
 - Staying up to date on campaigns in market (ie. Door to Door, Retail) and responding to inquiries
- Support the NYG Staff 50/50 Lottery by:
 - Responding to staff requests to increase, decrease, or cancel their enrollment and liaising with the Finance team
 - Managing updates to the lottery microsite, including uploading winner photos
- Other support as required

QUALIFICATIONS & COMPETENCIES

- Minimum 2 years of administrative or front desk experience in a customer service-focused environment (preferably in a non-profit environment)
- Demonstrated ability to provide professional, compassionate service in person, by phone, and via email

- Experience processing financial transactions (e.g., donations, cash, cheques, credit cards) with accuracy and confidentiality
- Strong organizational and time-management skills, with the ability to manage multiple priorities in a busy office setting
- Proficiency with Microsoft Office products; experience with databases or CRM systems is an asset (especially Raiser's Edge)
- Excellent written and verbal communication skills
- Proven ability to handle sensitive and confidential information with discretion
- Collaborative team player with the flexibility to support multiple departments as needed
- Comfortable learning new systems and supporting online tools, digital content, and donor communications
- Experience in a nonprofit, fundraising, or healthcare environment is an asset

Hiring Range: \$55,000 to \$65,000

FOR MORE INFORMATION

All inquiries and applications will be held in strict confidence. Interested candidates should send their resume and letter of interest to foundationcareers@nygh.on.ca no later than Friday, March 13, 2026. Applications will be reviewed on a rolling basis.

This role is required to be in-office 5 days a week in the Foundation office located at 4001 Leslie St.

At NYGF, we are committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community in which we live, including those with disabilities. NYGF is committed to providing accommodation in all parts of the hiring process. If you require accommodation, we will work with you to meet your needs.