



EAGLE RIDGE
HOSPITAL
FOUNDATION

Location: Eagle Ridge Hospital, Port Moody, BC
Job Type: Permanent, Full-Time (37.5 hrs/week, on-site)
Job Title: Development & Operations Coordinator

About Eagle Ridge Hospital Foundation (ERHF)

Eagle Ridge Hospital Foundation's mission is to enhance the delivery of health care services in the Tri-Cities through philanthropy and advocacy. ERHF has been raising funds for Eagle Ridge Hospital, and community health care, raising over \$50 million since 1982, bringing new medical equipment and technology to the hands of our health care teams, ensuring the best possible health care is provided to our community. ERHF is most proud of the \$5M campaign for the expansion and redevelopment of ERH's Emergency Department, as well as a \$2.1M Medical Imaging Campaign. The Foundation raises funds through annual campaigns, individual and corporate giving, corporate sponsorship, grants, service organizations, special events, and legacy programs.

Why Join Us?

This is an excellent opportunity for an experienced administrative professional looking to support a dynamic team within a healthcare philanthropy environment. This full-time, on-site position offers a salary of \$64,000–\$70,000 annually, a comprehensive benefits package, Municipal Pension Plan (MPP), three weeks of paid vacation, professional development opportunities, and the chance to make a meaningful impact in your community.

At Eagle Ridge Hospital Foundation, we believe in and promote a diverse, inclusive, and equitable workplace culture to empower and create opportunities for all. We welcome and encourage people of all backgrounds, nationalities, gender identities, sexual orientation, religion, and beliefs to apply.

Position Summary

The Development & Operations Coordinator is a key member of the Eagle Ridge Hospital Foundation team and serves as the central operational hub of the Foundation. Reporting to the Executive Director, this role is responsible for coordinating Foundation operations, donor and financial administration, CRM management, fundraising support, and signature event administration.

As the first point of contact for donors, volunteers, hospital staff and the public, the Development & Operations Coordinator delivers exceptional donor service while ensuring the efficient day-to-day operation of the Foundation. This position requires exceptional organizational skills, attention to detail, initiative, and the ability to manage multiple priorities in a fast-paced fundraising environment.

Key Responsibilities

1. Office Administration & Operations

- Serve as the primary reception contact for donors, volunteers, hospital staff and the public.
- Respond to telephone, email and in-person inquiries professionally and promptly.
- Coordinate office volunteers as required.
- Maintain office systems, supplies and inventory.
- Coordinate IT support and office equipment with external vendors.
- Coordinate payroll information and administrative reporting
- Ensure donor and organizational confidentiality.



EAGLE RIDGE
HOSPITAL
FOUNDATION

2. Board & Governance Administration

- Assist with Board and Committee meeting logistics.
- Prepare, record, and distribute Board and Committee meeting minutes.
- Maintain Board records.

3. Donor Services & CRM Administration

- Process donations and issue tax receipts accurately and in a timely manner.
- Manage tribute and memorial gift acknowledgements.
- Enter and update donor records in Raiser's Edge NXT.
- Support the Database Manager with donor data maintenance and gift processing.
- Support donor stewardship activities and acknowledgement processes.
- Collaborate with Foundation staff to deliver exceptional donor experience.

4. Financial Administration

- Process donations and prepare bank deposits.
- Process accounts receivable and accounts payable transactions.
- Assist with monthly reconciliations and financial reporting.
- Maintain accurate financial records and supporting documentation.
- Liaise with the Foundation's accounting clerk as required.

5. Fundraising & Event Operations Support

- Provide operational and administrative support across Foundation fundraising portfolios as required.
- Support the planning, coordination and execution of Foundation signature fundraising and donor stewardship events.
- Provide administrative support for Foundation events.
- Assist with registration, auction preparation and event logistics.
- Support preparation of event materials, including registration packages, signage, bidder packages, seating plans and volunteer resources.
- Provide operational support for registration, payment processing and financial transactions during Foundation events.
- Support post-event financial reconciliation under the direction of senior staff.
- Assist with event setup, execution and teardown as required.

6. Organizational Support

- Promote the Foundation's mission, vision and values.
- Participate in team meetings, strategic planning sessions and Foundation initiatives, recording minutes when required.
- Attend Foundation fundraising events, donor stewardship activities, and community functions as required.
- Participate in ongoing professional development.
- Support Foundation priorities as organizational needs evolve.



EAGLE RIDGE
HOSPITAL
FOUNDATION

QUALIFICATIONS, KNOWLEDGE, AND SKILLS

- Minimum 2–3 years of progressively responsible administrative experience, preferably within a nonprofit or charitable organization. Experience with donor databases, financial administration, and event coordination is an asset.
- Exceptional time management and organizational skills, ability to manage multiple priorities, and have a positive attitude.
- Outstanding customer service skills and a professional, warm, and courteous attitude.
- Highly proficient in Outlook, Microsoft Office and experienced with CRM systems (preferably Raiser's Edge).
- High degree of accuracy, strong attention to detail and ability to problem solve.
- Ability to build and maintain strong relationships with donors, volunteers, and staff.
- Excellent verbal and written communication skills.
- Ability to work independently and as an effective part of a team.
- Ability to work outside regular work hours, when required.
- Driver's license and reliable transportation.

Compensation: The salary range for this position is \$64,000-\$70,000 annually, supplemented by a comprehensive benefits package, Municipal Pension Plan (MPP), paid vacation and professional development opportunities. The starting salary will be commensurate with experience and qualifications.

How to Apply

Please submit your resume and cover letter outlining your qualifications and interest in the position to:

Kristina Chung

Executive Director

kristina@erhf.ca

Applications will be reviewed on a rolling basis and will continue until the position is filled.

We thank all applicants for their interest in Eagle Ridge Hospital Foundation; however, only those selected for an interview will be contacted.