



JOB POSTING

Title: Development Coordinator – Donor Journey (Leadership Giving)
Type: Permanent, full-time
Location: Toronto

Canadian Feed the Children's vision is a world in which children thrive, free of poverty. For nearly 35 years, CFTC has been working with local partners in Uganda, Ethiopia, Ghana, Bolivia, and with Indigenous communities in Canada, to deliver programs that have positive, meaningful, and sustained impact on the health, education and well-being of children and the self-sufficiency of their families and communities. If you share our passion for bettering children's lives, and you thrive in a collaborative, values-based culture please consider applying for this role.

Our head office is in North York however, we continue to work from home/remotely during these unprecedented times. We hope to be back in our office space at some point in the future however we are choosing to be ultra-safe out of respect for the health and well-being of our employees.

About this Opportunity

This position will support the Leadership Giving (LG) team to create the best-in-class donor experience for CFTC's leadership giving donors, providing outstanding stewardship to CFTC's high-value donors by sourcing, coordinating and writing excellent donor reports and periodic updates. This position will create opportunities for unique donor experiences by coordinating external donor events and initiatives. This position will also be responsible for optimizing the Raiser's Edge use for the Leadership Giving team by creating key actions for all donors, LG prospect pipeline, data pulls and regular imports and exports.

Key Areas of Responsibility

Donor Reporting & Stewardship:

- Coordinate the Monthly Giving donor/stewardship reporting process, which includes but is not necessarily limited to the following:
 - keeping track of donor reporting requirements (Raiser's Edge)
 - managing and coordinating the donor report development process, working closely with the Senior Manager, Major Gifts and the Development Officer
- Provide front-line customer service and stewardship to specific segments of donors. Respond to donor inquiries and requests via phone, mail and email. Send out information packages and materials requested by donors. Contact donors to obtain any missing information (invalid expiry date, donation amount, missing address information, updating bounced emails, etc.).
- During the Holiday Season, in consultation with the Leadership Giving team, accept donations by phone

- Coordinating stewardship activities for specific segments of donors.
- As required, make 'Thank You' calls to donors

CRM High Value Portfolio Updates

- Prepare donations for processing in Raiser's Edge, which includes creating new constituent records as required.
- Ensure and maintain the accuracy of constituent records in Raiser's Edge with ownership of data integrity for all Leadership Giving prospects and donors.
- Run queries, and data pulls to support various reporting and analytical requirements

Donor Events

As part of the new approach to fundraising, donor events will play an important role moving forward. The strategy for this area will evolve gradually in 2021. The incumbent will work closely with the Communications and Development teams to support the event creation, logistics planning, coordination of activities, workflow, etc. Ideally, this role will provide front-line logistics and stewardship support for hosting events.

Other duties

- Provide collaboration, administrative and project support as needed.
- Lead and/or participate in cross-functional teams to support high-quality services to internal and external customers as required.

Ongoing compliance with CFTC policies is a condition of employment. These policies include but are not limited to confidentiality, respect in the workplace, child protection, code of conduct and information technology.

About you

- Approximately 2-3 years of relevant fundraising experience working with an international charity or non-profit organization.
- An undergraduate degree or diploma in a related field such as development and fundraising is preferred. A combination of relevant working experience and post-secondary education in another area of study will be considered.
- Demonstrated knowledge of the Canadian not-for-profit and/or charitable sectors along with an understanding of emerging issues with international development is required.
- Demonstrated experience with Raiser's Edge (NXT), or a similar database that requires importing and exporting of data to MS Excel and preparing and analyzing reports, preparing pivot tables, ensuring data integrity, running quality checks and/or queries, etc. Experience with Omatic software is an asset.
- Exceptional verbal and written communication skills (email, phone, in-person, presentations, public speaking) along with excellent interpersonal skills, ability to act as a team player and provide a high level of service to internal and external customers. Professionalism, tact and diplomacy.
- Highly organized, flexible and adaptable approach to completing work along with strong planning, project planning and administration skills.
- Ability to work effectively in a fast-paced environment, handle multiple and competing priorities.

- Ability and willingness to work additional and flexible hours along with travel to other CFTC locations as needed.
- Desire to make a difference while having fun in the process.
- Holds or working towards a CFRE an asset.

Interested? Please submit your resume and covering letter to: melissa.schafer@allembly.com
Please indicate the name of the position in the subject line.

We thank all applicants for their interest however only those under consideration will be contacted. Our recruitment process begins as soon as applications are received. This position will remain open until the successful candidate has been selected.

Canadian Feed The Children is committed to creating a diverse and equality-based environment.

We are committed to ensuring a barrier-free, accessible and inclusive work environment. We welcome and encourage applications from all people. Upon individual request, we will endeavour to remove any barrier to the hiring process to accommodate candidates with disabilities. Please inform us should accommodation be required at any point during the recruitment and selection process.