

## **Donor Relations Coordinator (Permanent, Full time)**

### **Job Description**

Good Neighbours Canada is seeking a Donor Relations Coordinator to manage the cultivation, solicitation and ongoing stewardship of our growing base of donors. Through managing all phases of the donor cultivation cycle, the Donor Relations Coordinator will drive both quantity and quality of donor relationships, ranging from individual donors to major supporters of our humanitarian work. By optimizing donors' positive impressions of Good Neighbours Canada and maintaining a high level of their personal interest and engagement with our work, the Donor Relations Coordinator will contribute to the financial security of the organization and enable greater humanitarian impact to become possible.

### **Location**

This is a hybrid position (minimum of 3 days in the office).

Office location: Unit 213, 1585 Markham Road, Scarborough, ON, M1B 2W1.

### **Job Duties**

- Organize donors' data by entering into the Donor Management System (DMS database) and perform donor-related services on a regular basis.
- Regularly report to the Executive Director and Project manager, ensuring alignment and transparency in donor management activities.
- Set up and maintain an automated system to manage the CRM system in an efficient and effective manner.
- Track and record touchpoints and highlights from donors' (and potential donors') interactions.
- Analyze the donors' needs and inspire and manage the donor relationship cycle, including prospect identification, qualification, cultivation, donor solicitation and stewardship opportunities.
- Creating monthly messages of thanks for donors, donor newsletters to share updates on where their money has been spent, and managing other donor communications including welcome card mailouts.
- Utilize research and the Donor Management System's AI tools, determine history of giving, charitable interests, capacity and inclination to give to develop and execute a customized solicitation plan
- Implement and evaluate relationship-management strategies with donors, volunteers and partner organizations
- Reach out to prospective corporate partners to secure in-kind donations for local and international distribution, including managing the shipping and storage logistics and liaison with international Good Neighbours partner offices

- Employ fundraising ethics and discretion when dealing with personal or confidential information
- Act as a passionate and professional ambassador of the Organization to internal and external stakeholders
- Perform other duties as needed to ensure the safe and effective operations of the organization

### **Qualifications**

- Fluency in English language (spoken and written).
- Professional proficiency in Korean (spoken and written) is highly desirable.
- Bachelor's degree in Marketing, Communications, Public Relations, Business Administration, or a related field.
- Strong relationship building and interpersonal skills, including confidence with cold calling/visiting, and a polite and professional communication manner.
- Ability to speak persuasively to demonstrate the charity's impact and value, own professional network a bonus.
- Excellent communication skills, experience in creating newsletters, personalized written messages, and other donor communication materials.
- Technological skills including client database maintenance (experience with Donor Perfect CRM or similar software required), databases, AI tools, and comfortable with Microsoft Office Suite (Word, Excel, PowerPoint).
- Strong attention to detail, especially in data entry and donor records management.
- Strong time management and high degree of organization.

### **Compensation**

- 40 hours per week (Mon-Fri 8.30am-4.30pm)
- Salary starting at \$38,000 plus comprehensive health benefits package upon successful completion of probationary period.

For further information about the organization, please visit [www.goodneighbourscanada.ca](http://www.goodneighbourscanada.ca).

Good Neighbours Canada actively seeks staff who reflect the diverse community it serves. Individuals typically underrepresented in the community and/or labour market are encouraged to apply. This includes (but is not limited to) youth who identify as Black and other racialized identities, Indigenous candidates, 2SLGBTQI+ candidates, persons living with disabilities and/or with mental health challenges. Accommodations are available on request.

If you think you are the suitable candidate, please apply to [hello@gncanada.ca](mailto:hello@gncanada.ca) with your cover letter and resume. Be sure to include 'Donor Relations Coordinator' in the subject line. Only qualified candidates will be contacted via email for an interview. Thank you.