

**Donor Relations Officer - POSITION PROFILE**

|  |  |
| --- | --- |
| **Job Title:** | **Donor Relations Officer** |
| **FTE:**  | Full Time (35 hours/week) |
| **Class Type(s):**  | Permanent  |
| **Location:** | Winnipeg, Manitoba |
| **Reports to:**  | Director of Donor Relations & Philanthropy |
| **Salary:** | $67,775 - $74,907 |
| **Department:**  | Communications & Donor Relations |

CLWR supports hiring practices and a staff composition that benefits from a diverse staff team, where “diverse” means (but is not limited to) differences in ethnicity, gender, sexual orientation, physical abilities, religious beliefs, and/or political beliefs. Working for CLWR provides a competitive salary and comprehensive benefits package including Pension Plan and Group Insurance, a supportive work environment and excellent learning opportunities.

The ability to work in highly complex environments and successfully manage valued relationships with donors, partners, and other stakeholders is essential.

It is expected that all employees agree with CLWR’s Mission Statement, Code of Conduct, and can work with its mandate within a faith-based environment.

# JOB SUMMARY

The Donor Relations Officer is a full-time position that reports directly to the Director of Donor Relations & Philanthropy. It is key to cultivating, managing, and stewarding donors so that CLWR can expand its mission of challenging the causes and responding to the consequences of poverty and suffering.

The Donor Relations Officer is responsible for developing and implementing stewardship strategies to help grow total revenue and deepen relationships with current and prospective donors. This role will manage CLWR’s donor lifecycle, and coordinate solicitation, gratitude, and stewardship initiatives.

The Donor Relations Officer provides support to the Director in identifying major, monthly and legacy donor prospects. The Donor Relations Officer works with the Donor Relations Coordinator to develop CLWR’s donation database and identify opportunities for improved segmentation and reporting.

The ability to work with a high degree of independence, managing administrative tasks, juggling various projects, and maintaining a clear view of how each project supports the organization’s mission is key.

The Donor Relations Officer will have a solid understanding of donor stewardship and solicitation while being a self-starter with the ambition to help CLWR make a difference in the world. The Donor Relations Officer will have the vision to see and prioritize opportunities for growth, and the drive and focus on executing the department’s strategy as CLWR grows its revenue to new heights and expand the organization’s reach.

Core Competencies: initiative-taker, forward-thinking, attention to detail, stewardship specialist, high computer competency, highly collaborative, excellent communication (particularly written), adaptable, and a willingness to learn.

This role is available as an in-office position and as an office/home hybrid position.

# EDUCATION, EXPERIENCE AND SKILL REQUIREMENTS

*Minimum knowledge (formal education/general knowledge) required:*

* Bachelor’s Degree (or equivalent)
* The knowledge and ability to create and execute on a comprehensive donor solicitation and stewardship plan, including advising on key cultivation efforts for monthly donors, and identify prospects for major and legacy gifts.
* Strong understanding of donor relations as it relates to the not-for-profit organization and a broad and in-depth knowledge of fundamental disciplines of resource development.
* Good familiarity with tactics for donor solicitation and stewardship (appeal writing, impact reporting, etc.)
* Good familiarity with donor retention and reactivation practices.

*Minimum experience required:*

* 3 years experience in fundraising, stewardship, donor relations, philanthropy or a related role including at least 2 years’ direct involvement in fundraising tactics and project management.
* The ability to work independently and as part of a team, detail-oriented, well organized, focused and goal-oriented, with a high level of initiative and energy, as well as problem-solving abilities.
* Proven strategic thinking for identifying and recommending prioritization and development of new solicitation and stewardship activities for mass-level ($1-999), mid-level ($1000-4999) and monthly donors.
* Experience and understanding on how to create, track, interpret and share donor analytics data, is considered an asset

*Technical skills required:*

* Excellent writing, editing and communication skills which will be effective in encouraging donors to support CLWR.
* Strong competence with a donor relations database or CRM, including database management and reporting
* Ability to
* bring a donor-centric lens to all conversations within the organization
* prioritize and work with minimal supervision
* deal with interruptions and meet tight deadlines
* Demonstrated proficiency in MS Office (word processing, spreadsheets), data entry, and donor software with a high level of accuracy and efficiency.

*Other skills or requirements:*

* Must be eligible to work in Canada.
* Works well under deadline pressures.
* Ability to convey a high degree of commitment and passion for the mission, vision, and values of CLWR.
* Ability to maintain a high level of confidentiality.
* Experience or in-depth understanding of major donor and legacy donor stewardship and pipeline development.
* Quick to take the initiative and make appropriate decisions.
* Strong knowledge of revenue growth practices including direct mail appeals.
* Strong data analysis and reporting skills.
* Experience/familiarity with international development/humanitarian assistance programming.
* The ability to support and work within this diverse church denomination.

*Working Conditions:*

* Potential travel nationally on a limited basis.
* Ability to work occasional evenings or weekends as required by special events/circumstances.
* Ability to attend and conduct presentations.
* Able to work quickly during international emergency situations.
* Dexterity required to use desktop or laptop computer.

#  KEY RESPONSIBILITIES:

|  |
| --- |
| **Description** |
| **Donor Relations*** Drive revenue growth through the design and implementation of a systematic and integrated donor relations program.
* Guide CLWR’s efforts in donor acknowledgement, recognition, impact reporting, and stewardship.
* Provide support to the Director and other senior leadership, including reporting, donor research, and asset needs.
* Support the Director in the implementation of fundraising activities when required.
* Explore new opportunities and manage projects for gathering and improving existing donor data, in order to support donor relations and fundraising activities.
* Attends internal and external meetings, fairs and community events as required.
* Identify opportunities that align with CLWR’s mission, vision, and values, and work with staff to create engagement initiatives and opportunities to increase revenue
* Works with Director of Donor Relations & Philanthropy to create solicitation, stewardship and year-round engagement strategies to retain current and attract new donors.
* Provide professional assistance and interaction with donors (via phone, computer and face-to-face).
* Acknowledge gifts received using appropriate correspondence.
* Coordinate with Communications colleagues to ensure regular touch points with key donors

**Administration*** Support the CLWR team in generating reports from the database (sponsors, major donors, individuals, lapsed donor, etc.)
* Monitor physical donor communication materials and inventory of general development team supplies.
* Assist with small and large agency events that have cultivation/stewardship or sponsorship components
* As a CDR team member, be willing to provide cover and support for administrative tasks as and when needed.
 |