

JOB PROFILE

Job Title	Donor Relations Administrator
Department	Communications & Donor Relations
Location	Winnipeg, MB
Classification	Temporary, Full-Time (36.25 hrs/week), 4-Month Contract (October–January)
Salary	\$24.35-27.93/hr
Reports to	Director of Donor Relations & Philanthropy
Closing Date	Open until filled

About CLWR

We're one of Canada's oldest, most trusted humanitarian agencies, but a lot of days, working here feels like a startup. We hope to be the best of both, and we also want CLWR to be the best employee experience you ever have.

We work on some of the most urgent global challenges of our time and respond to some of the bleakest situations in the world — like wars, humanitarian crises, hunger and displacement around the globe.

Like many other international relief and development organizations, we're facing big challenges of our own and navigating serious uncertainty. We're meeting that moment by taking big swings to expand our ability to make a real difference in the world. In our 80th year, we're evolving aggressively with new approaches that are transforming how we work. We combine the nimbleness and optimism of a start-up with the resilience, legacy and partnerships of a storied faith-based movement.

Our team is made up of incredible people who are passionate about creating a world where people live in justice, peace and dignity. Whatever your religious background, abilities, race, gender identity or sexual orientation, if you share that passion, you'll be a great fit here.

We're looking for someone to join our Donor Relations team during our busiest fundraising season. Every donation processed accurately, every donor helped promptly, and every acknowledgement sent on time helps make our humanitarian work possible.

About the role

November through January is CLWR's busiest fundraising period, when thousands of Canadians choose to support our work around the world. In October the Donor Relations Administrator will become acquainted with our processes and our CRM, so that they can play a vital role in ensuring every donor receives accurate, timely and professional service during this important season.

Working alongside the Donor Relations Associate and Donor Relations Officer, you'll help process donations, maintain donor records, prepare acknowledgements, respond to donor enquiries and provide administrative support that keeps our fundraising operations running smoothly. You'll receive day-to-day training and guidance from the Donor Relations Associate while working under the overall leadership of the Director of Donor Relations & Philanthropy.

This is an excellent opportunity for someone who enjoys administration, thrives in a busy environment, and takes pride in accuracy, organization and customer service. It's also a great opportunity for someone who wants to start a career in donor relations and fundraising; donor administration serves as the foundation for this type of work and helps to develop skills that are incredibly useful in all forms of fundraising.

Whether you're looking to build experience in the charitable sector or simply enjoy being part of a collaborative team doing meaningful work, you'll make an immediate and lasting contribution.

About the person we're looking for

You're highly organized and enjoy making sure details don't get missed. You take pride in accurate work, whether you're entering data, processing financial transactions or preparing donor correspondence.

You're comfortable juggling priorities, especially during busy periods, and remain calm under pressure. You understand that every donation represents someone's generosity and that every interaction contributes to their experience with CLWR.

You enjoy working with people and provide warm, professional customer service whether you're answering the telephone, responding to emails or helping colleagues. You're confident using Microsoft Office and can quickly learn new software and systems, particularly customer relationship management (CRM) databases.

Most importantly, you're someone who enjoys supporting others behind the scenes and understands that excellent administration helps make great fundraising possible.

KEY RESPONSIBILITIES

Description	% of Time
Gift Processing & Donor Administration • Process donations accurately and efficiently using DonorPerfect and other systems. • Generate tax receipts, acknowledgements and donor correspondence. • Maintain accurate donor records and update constituent information. • Prepare daily donation batches and supporting documentation for Finance.	70%

• Assist with gift reconciliation and quality assurance checks. • Support stewardship activities, including preparing thank-you letters, impact reports and other donor mailings. • Assist with preparing fundraising appeals and seasonal mailings. • Produce routine reports and assist with data extraction as required.	
Donor Support & Team Administration • Respond professionally to donor enquiries by telephone and email. • Redirect more complex enquiries to the appropriate team member. • Process incoming and outgoing mail and courier packages. • Maintain electronic and physical filing systems. • Provide administrative support to the Donor Relations team during appeals and campaigns	20%
Other Organizational Tasks • Contribute to departmental projects as requested. • Participate in team meetings and learning activities. • Maintain the confidentiality of donor information and comply with CLWR policies and procedures. • Undertake other duties appropriate to the role.	10%

Education, Experience & Skills

We're more interested in finding someone with the right attitude and attention to detail than someone who has worked in fundraising before. Ideally, you'll have:

- Experience in administration, customer service, office support or data entry.
- Excellent organizational skills and exceptional attention to detail.
- Strong computer skills, including Microsoft Office.
- Confidence learning new databases and software (experience with DonorPerfect or other CRMs is an asset).
- Excellent written and verbal communication skills.
- Strong numeracy and accuracy when working with financial information.
- The ability to prioritize competing tasks in a fast-paced environment.
- A friendly, professional and service-oriented approach.
- Experience working in a charitable or non-profit organization would be considered an asset.

Qualified applicants should email a single PDF document including a cover letter and résumé to hr@clwr.org

Position open until filled. Please quote "Donor Relations Admin" in the subject line of your submission. We thank all who apply but will only contact applicants selected for interviews.