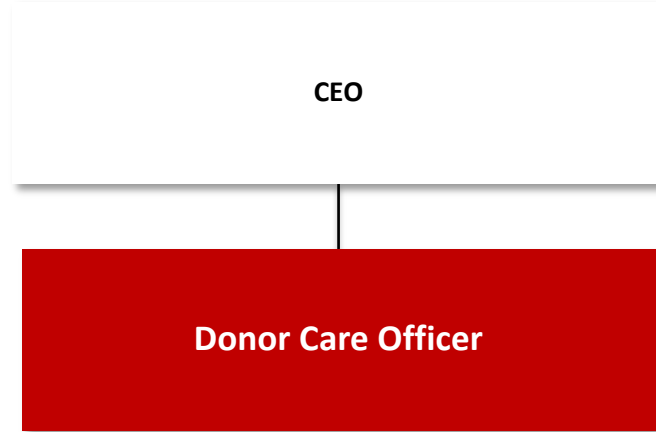


**Donor Care Officer**

**Reporting Lines**



<b>Department</b>	Fund Development & Finance	<b>Reporting to</b>	Director of Operations
<b>Salary Range</b>	\$60,000 to \$70,000 per year	<b>Term</b>	Permanent
<b>Location</b>	GTA Preferred	<b>Working hours</b>	Full time: 37.5 Hours per week

**About AFH Canada**

With the world facing growing humanitarian needs, taking action for humanity has never been more important. We're on the ground in countries across the globe providing aid, building resilience and laying foundations for a better future.

Our interventions are built around the humanitarian, development, and peacebuilding triple nexus. When emergencies strike, we act and mobilise. We respond immediately to ensure the most vulnerable are protected, basic needs are met, and lives are saved. Our work is driven by immediate response and delivery, but we stay long after a disaster to help restore lives and recover communities. Our accumulated knowledge, effective delivery mechanism, and centralised model allow us to reach those in need, faster.

**Responsibilities**

**Donor Communication and Engagement**

- Develop and implement the organization’s fundraising cycle with the existing donor base, focusing on donor targeting, communication strategies, and stewardship activities
- Maintain frequent, personalized, warm communication with current donors while identifying and securing opportunities for renewed funding at current or higher levels

- Work with Marketing and Programs department on donor segmentation, and to craft persuasive messages and documents, including thank-you letters, impact reports, and project updates highlighting the results of donors' philanthropic efforts and inspiring continued support
- Gather donor feedback to understand their motivations and interests, informing the organization's communication and engagement accordingly
- Ideate, plan and coordinate donor engagement events, including appreciation gatherings and donor recognition activities

#### **CRM Management**

- Manage the CRM and work with Management to continually assess the performance of the CRM and make recommendations for improvements
- Work with Finance to produce tracking and reporting of bank and CRM data reconciliation and problem-solve issues that arise
- Prepare donor data reports and trends analysis to inform campaign performances and fundraising events
- Maintain a system for donation collection at events, post-event data entry, and pledge follow ups with donors
- Ensure accurate and up-to-date donor information in the organization's donor database
- Process donations, issue and provide receipts to donors and provide regular reports to the management team
- Track interactions and communication with donors in the CRM to ensure effective relationship and stewardship management

#### **Other**

- Manage the organizations phone system and ticket management system ensuring timely and effective communication with donors
- Prepare reports and other materials for Board meetings
- Support the wider AFH Canada team as instructed by Management
- Develop business cases for new technologies and systems when required
- Any other duties as necessary

## **Our Values**

### ***Believe in the cause***

We believe in changing a situation from negative to lasting positive; helping those in need; saving and transforming lives for the better is what drives us.

### ***Work together***

Teamwork is the backbone of our work's success.

### ***Give with grit***

Being a "gritty" person means perseverance and passion for long-term goals; hence, freely giving with courage, conscientiousness, and resilience; acting with optimism, confidence, and creativity as you strive for excellence.

### ***Make life better***

Ultimately, our work is to make life, in its holistic sense, better for everyone, and everything, including the environment.

## Job Requirements

<b>Education</b>	<ul style="list-style-type: none"> <li>Degree in a related field, such as Communications and/or Business Management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>3+ years' experience of a working in a comms/donor care role, preferable within the non-profit sector</li> <li>Proven success in donor relations, fundraising, or a similar role within the non-profit sector</li> <li>Previous experience handling and safeguarding donor data</li> <li>Knowledge of fundraising and/or communication best practices, ethics, and compliance standards</li> <li>Worked with a CRM and can group and analyze donor information to produce reports, create targeted lists and customized messaging</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>You can build rapport and nurture connections with donors, stakeholders, and your internal team</li> <li>You can problem-solve issues that involve data</li> <li>You are a good writer with a talent for crafting compelling messages</li> <li>You are highly organized and supportive of new ideas and initiatives</li> <li>You can contribute innovation suggestions and complete deliverables independently and on time</li> <li>You are a dedicated and flexible team player able to interact with team members and colleagues at all levels of the organization with a deep respect and appreciation of diverse backgrounds and experiences</li> <li>You are proficient with MS Office Suite and database management</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>Strong written and spoken English essential</li> <li>Knowledge of Arabic or Urdu desirable</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Driving license and access to a vehicle</li> <li>Have a flexible approach to work to accommodate events, conferences and work activity</li> </ul>

### Our Offer

- Competitive salary commensurate with experience and other qualifications
- Comprehensive medical insurance package
- Paid vacation, sick, and family days
- Employee awards and recognition
- Company investment in your career growth with paid training opportunities

If you are interested in this position, please email a cover letter and resume to [hr@actionforhumanity.ca](mailto:hr@actionforhumanity.ca) with the subject heading 'Donor Care Officer'.

All applications are appreciated; however, please note that only those candidates selected for an interview will be contacted.