

Position

Gift In Kind Coordinator - Entry Level

Type

Full-time

12 Month Contract

Hours

- Monday - Friday
- 9:00 am - 4:00 pm
- 35 hours per week

Location

- Hybrid. Three days per week on site at the HBSPCA, 245 Dartnall Road, Hamilton, ON, and two days per week working from home.
- On site days are set with the Director of Giving and align with team meetings, inventory coordination and mail preparation.

Compensation

- \$42,000 base salary (\$23.35 per hour)
- Plus a performance bonus of up to \$5,000 (end of contract must complete the 12 months to be eligible)

The bonus is earned against a vendor letter grid. A letter counts toward the grid only when it has been written, sent, qualified against our product needs list, and documented on file with the response received recorded. The grid begins at a minimum of 100 qualified vendor letters and reaches its full value at 4,000.

Grid Level 1: 100 - 499 Vendor Letters (*Bonus Earned \$250*)

Grid Level 2: 500 - 999 Vendor Letters *(Bonus Earned \$750)*

Grid Level 3: 1,000 - 1,499 Vendor Letters *(Bonus Earned \$1,250)*

Grid Level 4: 1,500 - 2,499 Vendor Letters *(Bonus Earned \$2,000)*

Grid Level 5: 2,500 - 3,499 Vendor Letters *(Bonus Earned \$3,000)*

Grid Level 6: 3,500 - 3,999 Vendor Letters *(Bonus Earned \$4,000)*

Grid Level 7: 4,000+ Vendor Letters *(Bonus Earned \$5,000)*

Bonus is calculated at the end of the contract term against the documented record in the research workbook and the CRM. Progress is reviewed monthly with the Director of Giving so there are never any surprises about where you stand.

Number of Positions

1

Reports To

Director, Giving

About the HBSPCA

For 138 years, the Hamilton/Burlington SPCA (HBSPCA) has been a cornerstone of animal welfare in our region. As one of only three Humane Canada Accredited animal welfare organizations in Canada, we care for more than 25,000 animals annually and work every day to strengthen the bond between people and animals in our community. Our vision - the Pet-First Campus and Unleash Love Capital Campaign - reflects our commitment to building Canada's first integrated Animal Wellness Hub, and the energy behind it starts with our people. Learn more at hbspca.com.

Our Objective for this Role

Every item we do not have to buy is money that goes back into animal care. Food, litter, cleaning supplies, medical consumables, enrichment items, office and facility supplies,

and the everyday products it takes to run a shelter, a veterinary hospital, a van fleet and a network of community programs.

The objective of this role is straightforward. Over twelve months, secure enough donated product to save the organization \$250,000 in expenses.

That number is reached through volume. It is not one large corporate gift. It is hundreds of researched, well written, well targeted asks to the vendors, distributors, warehouses and manufacturers who sell or store the products we use every day, and the disciplined follow up that turns a percentage of those asks into product on our shelves.

The Position

This is a pivotal role in the Giving Department and it is a role for someone who genuinely enjoys the work of engagement.

You will start with research. Working with our program and department leads, you will identify exactly what the organization needs to operate, then build and maintain the target list of vendors who could supply it. You will manage our Amazon Wish List and our own HBSPCA Wish List, keeping both current and visible to the public every week.

From there, the work is outreach. Letters, emails, phone calls and follow up. You will use our organizational templates to craft targeted letters and envelopes, send them in volume, track every one of them, and steward the partners who say yes.

We want to be clear about the nature of this job. It is largely an individual activity, and it is about quantity of engagement paired with quality of communication. Success comes from persistence, creativity in tracking down the right person to write to, disciplined record keeping, and a well planned day that balances research, letter development, follow up and communication with the wider team.

This is a role where showing success is a genuine path to growth within the Giving Department.

The First 90 Days

Days 1 to 30

- Meet with organizational leads to build the product needs list and understand what we buy, how often, and what it costs us.
- Build out 100 social media posts that encourage the community to give or donate items, ready for scheduling with Communications.

- Take ownership of the Amazon Wish List and the HBSPCA Wish List and establish the weekly update routine.
- Learn the research workbook, the Excel macro, and our CRM.

Days 31 to 60

- Begin vendor outreach. Write and send targeted letters and emails to the vendors, distributors and manufacturers who sell or warehouse the products we need.
- Establish the tracking discipline. Every letter logged, every response recorded, every file documented.
- Set the weekly rhythm of research, letter development, follow up and reporting.

Days 61 to 90

- Scale the volume of outreach and begin structured follow up on earlier asks.
- Bring volunteers into the research work and set them up with clear tasks.
- Report first results to the Director of Giving against the \$250,000 savings objective.

Key Responsibilities

Engagement and Outreach

- Write and send targeted letters and emails to vendors, distributors, warehouses and manufacturers, in volume and to a consistent standard.
- Make follow up phone calls and emails, and keep working a target until you have an answer one way or the other.
- Craft a clear, compelling ask. The letter is the product of this job, and it needs to be easy to read and easy to say yes to.
- Track responses received and record them on file.

Research and Alignment

- Work with organizational leads to research and identify the products the HBSPCA needs to operate.
- Identify and qualify the vendors, brands and manufacturers behind those products, and find the right contact person.

- Direct and support volunteers who assist with research, and keep their work aligned with the target list.
- Maintain the research spreadsheet, including working confidently with the Excel macro that drives it.

Tactical Execution

- Use organizational templates to produce letters and envelopes at volume without losing accuracy or personalization.
- Plan and schedule your day and week to balance research, letter development, follow up and team communication.
- Meet the weekly and monthly outreach targets set with the Director of Giving.

Relationship Development and Stewardship

- Steward vendor and manufacturer partners so a first donation becomes an ongoing one.
- Coordinate inbound inventory with the receiving, Pet Pantry and Pet Thrift teams so donated product is received, recorded and put to work.
- Recognize and thank partners promptly, and report back to them on the impact of what they sent.

Wish List and Social Media

- Update the Amazon Wish List and the HBSPCA Wish List weekly so both reflect current need.
- Coordinate the gift in kind social media posts with the Communications team, keeping a steady supply of content in the queue.

Administration and Documentation

- Keep complete and current records in the CRM and the research workbook. Documented on file is the standard for this role.
- Report progress weekly to the Director of Giving, and communicate clearly with the larger team about what is coming in.
- Track the dollar value of secured product against the \$250,000 objective.

Skills and Qualifications

- **Communication:** Written and spoken English of an excellent standard. You will be writing on behalf of the organization every single day.
- **Detail:** Accuracy in records, names, addresses, product specifications and follow up dates.
- **Organization:** Excellent time management and the ability to structure your own day around competing tasks.
- **Independence:** Comfortable working independently, including on your work from home days, with clear objectives and limited supervision.
- **Systems:** Ability to use CRM software and to work confidently in Microsoft Excel, including working with macros.
- **Technology:** Proficient with AI tools and able to build a presentation when one is needed.
- **Persistence:** Persistent, creative in tracking down the right individual, and able to use a relationship strategy to build success.
- **Problem Solving:** A problem solver who finds the route around an obstacle rather than waiting for one to clear.
- **Team Spirit:** Willingness to work with volunteers, department leads and the Communications team, and to keep everyone informed.

Considered an Asset:

- Experience in fundraising, gift in kind, procurement, purchasing, sales or business development.
- Experience with a nonprofit CRM such as Raiser's Edge or similar.
- Experience with high volume direct mail or outbound campaigns.
- Experience coordinating volunteers.
- Knowledge of animal welfare, retail supply chains or wholesale distribution.

Personal Attributes:

- People oriented and genuinely energized by engagement.
- Passionate about community impact and animal welfare.
- Vendor and partnership centric, always thinking about what the partner gets out of the relationship.

- Self managing, accountable, and comfortable being measured on results.
- Collaborative, with a real team spirit.

How To Apply

Interested candidates are invited to submit a resume and cover letter detailing their qualifications and passion for the role to careers@hbspca.com. Please include "Gift In Kind Coordinator" in the subject line.

Please be aware that once you submit your resume or application, your information will be retained for 5 years as per Ministry of Labour Employment requirements 2025. If you are selected for an interview, your information will also be kept on file that you either were interviewed and declined or interviewed and selected. This is also a requirement of the Ministry of Labour to maintain a list of all candidates that applied for the role even if they are not hired. Finally, we do not use AI technology to review, assess and select candidates as of July 1, 2025. Only those selected will be contacted for an interview.

Interview Process

1. Initial Screening: A 15 minute virtual chat.
2. Full interview with the Director of Giving and the President and CEO.

Diversity, Equity, and Inclusion

The HBSPCA is an equal opportunity employer that actively supports diversity, equity, and inclusion. We welcome applications from candidates of all backgrounds and lived experiences. If you require accommodation during any stage of the recruitment process, please contact your interview lead for assistance.