



Job Posting
Hamilton/Burlington SPCA
Coordinator, Donor Services

Position: Coordinator, Donor Services. Full Time. Monday-Friday
Date Posted: Friday December 31, 2021
Date Closes: Noon. Friday January 14, 2022

The Hamilton/Burlington SPCA (HBSPCA) is a leader in animal welfare in the Golden Horseshoe and one of Ontario's most progressive animal welfare agencies. Our aspiration is keeping pets and their people together. Service to community supports pet parents, delivers early intervention for pet health and wellness where pet families live, and is guided by the benefits of the human animal bond.

The HBSPCA is a not-for-profit animal welfare organization largely supported by donors and friends of the animals. Relations with donors are of top importance; donors make miracles happen every day for animals in the community and in care.

The Position

The Coordinator Donor Services maintains and supports donor relationships and gift retention to advance the HBSPCA vision – keeping pets and people together, healthy and living the Five Freedoms. The coordinator has a good understanding of peer-to-peer fundraising, legacy giving, direct mail, and list segmentation. Reporting to the Director, Fundraising and Communication, the Coordinator Donor Services is an integral member of the HBSPCA Development Team.

This job is right for you if:

- You want to be part of a team that changes lives every day in Hamilton and surrounding area.
- You value the importance of donors and supporters and their role in keeping pets and people together.
- You thrive in a dynamic, fast paced environment and have a commitment to best practice, and
- You are a highly organized individual.

Key Responsibilities

- Follows data integrity best practices
- Maintains and updates the Raiser's Edge (RE) donor platform
- Effectively inputs and maintains donor information and donations
- Assists in the preparation of scheduled reports on donor trends
- Identifies and cultivates leads for Planned Giving and Major Gifts
- Develops innovative recognition opportunities for current and prospective donors

- Responds to donor service and stewardship inquiries
- Works closely and collaboratively with the Finance Team
- Identifies improvements to Standard Operating Procedures (SOPs)
- Adheres to all policies regarding the integrity, security, and appropriate use of information pursuant to wishes of all constituents, ethical practice, and relevant privacy legislation

Knowledge and Skills

- Proven competency with Raiser's Edge
- Diligent data entry and data scrub skills
- Experience with data reporting and trend reporting
- Solid problem-solving skills
- Attention to detail
- Ability to work independently and as part of a team

Qualifications and Experience

- Post-secondary education or equivalent experience in fundraising leading to competencies in constituent management, direct and email marketing tools, segmentation features, and donor cultivation.
- Minimum 3 years experience in Raiser's Edge.
- Experience working in a non-profit and/or charitable organization is an asset
- Demonstrated proficiency with Raiser's Edge, Excel, Microsoft Office.

Working Conditions

- Must have a valid driver's license and access to a vehicle
- Must provide a clear driver's abstract
- Employment conditional on ability to work around pet companions
- Employment conditional upon maintaining confidentiality of HBSPCA information and
- All employees and volunteers are required to be fully (COVID) vaccinated

Applications

The HBSPCA is an equal opportunity employer, and offers paid vacation, extended health care benefits and a pension plan with matching contributions. Qualified applicants are invited to submit their resume and letter of interest in confidence to careers@hbspca.com

We thank all applicants for applying, however, only qualified candidates selected for an interview will be contacted.