



**JOB POSTING**  
**DONOR RELATIONS MANAGER**  
**COMMUNITY RELATIONS AND RESOURCE DEVELOPMENT**  
**Full Time 37.5 Hours per Week**  
**One (1) position available**  
**Salary Range 38,000-55,000 per Annum**

**KEY RESPONSIBILITIES:**

1. Oversee the development and management of an effective direct mail program including appeals, newsletters, e-blasts, online marketing and other means as appropriate.
2. Recommend and implement strategies to acquire, cultivate, and retain donors.
3. Track and analyze donor response to direct mail appeals and other donation vehicles.
4. Act as primary liaison for Mission Services with Direct Mail Fundraising Consultants including strategy, appeal edits, data, results, and analytics.
5. Perform all donor database (Raiser's Edge) administration and supervisory functions including security set-up, training to all new and current users as required, duplicate record merging, clean-up tasks, data imports and exports. Create, generate and distribute financial, analytical, statistical, and demographic reports, mailing lists, recognition lists, and other data as requested by department staff. Coordinate with IT for software updates.
6. Consistently re-evaluate current procedures and systems to improve gift tracking, recognition, receipting, financial reconciliation, and reporting. Update procedure manual as needed.
7. Manage and help to develop the full potential of the donor relations support team (staff and volunteers).
8. Recommend and implement donor relations strategies and tactics for all donor levels.
9. Cultivate and retain an assigned portfolio of donors.
10. Monitor the donor portfolios of each team member and assign new donors to each one as required.
11. Prepare monthly and other reports as requested for the department and for the Finance Department. Work closely with the Finance Department to reconcile the donations each month. Annually prepare items for the auditors as required.
12. Assist the department director and the CFO with the development of the annual budget.
13. Collaborate on planned giving and major gift strategies, and their related donors, in consultation with the department Director and the Donor Relations team.
14. Contribute to the development of the annual marketing and development plan.
15. Task manage/monitor departmental initiatives and projects with department Director.
16. Attend departmental team meetings and strategy sessions.
17. Special projects and events as assigned.

18. Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times.

## **QUALIFICATIONS:**

1. Minimum five years of applicable experience with a strong understanding of fundraising, direct mail strategies, donor & prospect management and marketing practices, as well as gift processing, and financial processes.
2. Post-Secondary Education.
3. Proficient in Raiser's Edge application including queries, reports, gift processing, security set-up, duplicate record merging, clean-up tasks, importing, exporting.
4. Expertise developing and writing reports in Excel.
5. Strong organizational skills, with the ability to set and achieve goals.
6. Strong interpersonal skills and experience in managing and training a team (on fundraising processes and on Raiser's Edge).
7. Excellent communication skills, both written and oral.
8. Demonstrates empathy and integrity in telling the Mission "story."
9. Committed to uphold the organization's mission, values and standards.

## **REQUIRED TRAINING:**

1. Standard First Aid and CPR
2. Raiser's Edge (donor database) training for effective donor development and activity reporting

***Please submit a résumé with cover letter by December 10<sup>th</sup>, 2017 to:***

**Human Resources**

**Mission Services of Hamilton**

**P.O. Box 368, Hamilton, ON L8L 7W2 or email to [HR@mission-services.com](mailto:HR@mission-services.com)**

### **Mission Services is an equal opportunity employer**

In accordance with the Accessibility for Ontarians with Disabilities Act, Mission Services is committed to accommodating individual needs of applicants with disabilities throughout the recruitment process. Please call Human Resources at 905-528-5100 Ext. 3115 or email at [ecowan@mission-services.com](mailto:ecowan@mission-services.com), if you require an accommodation to ensure your equal participation during the recruitment and selection process.