



**We're in the business of changing lives. Join us.**

The QEII Foundation encourages and welcomes applications that reflect the diversity of our community. Renowned for its leadership in philanthropy, the QEII Foundation is currently seeking a professional with a passion for building meaningful experiences for others to join our dynamic team of fundraisers as our **Donor Experience Coordinator**. This is a term position for twenty-four (24) months.

As the ideal candidate, you draw energy by connecting with and inspiring others. You confidently step forward to build meaningful experiences for others, creating a positive impact for everyone involved. You hold yourself to a high standard of customer service excellence, with a proven ability to support both internal and external stakeholders, while remaining flexible and managing multiple projects and deadlines. You are creative and detail-oriented, digging deep for solutions to overcome challenges in a fast-paced environment, all with an infectious sense of enthusiasm and a smile. Sound like you?

**Join a team of passionate and dynamic fundraising professionals.**

Reporting to the Director, Community Programs, the Donor Experience Coordinator position requires a motivated professional with an unparalleled work ethic and the natural ability to build and maintain meaningful relationships with internal and external stakeholders. This role will be responsible for successfully leading meaningful donor engagement activities that inspire donor loyalty. This position is often the first point of contact, welcoming new donors to our organization, leading with an attitude of exceptional customer service and a surprise & delight philosophy. This position plays an integral role in strengthening donor satisfaction and loyalty, contributing to an overall positive donor experience.

**What you will have fun doing in your day-to-day:**

- Advocating on behalf of the QEII Foundation including its mission, values, and guiding principles to all constituencies.
- Building relationships with internal and external stakeholders to deliver support services across fundraising programs, aligned with donor experience activities.
- Leading the execution of donor experience activities aligned with multiple fundraising programs (annual giving, leadership giving, p2p giving, and partnership donor programs):
  - Direct outreach to welcome new donors, share impact results: phone, email, mail
  - Strategic outreach to retain, upgrade and convert strategic donor groups: past donors, monthly, pledge renewal, growing giving groups, etc. Outreach may include engagement by phone, email, mail or coordinating intimate event experiences
  - Leading recruitment, coordination, management, recognition, and stewardship of volunteers to support the needs of donor experience strategies, as needed, specifically aligned with high volume activities (i.e., first time donor thank you for P2P events (BMO Ride), national philanthropy day thank you calls, Giving Tuesday or other impact announcements (openings, funding completion announcements, etc.)).
- Administration, delivery, and reporting of experience activities, utilizing the Raisers Edge database, including managing, and updating the database on portfolio actions and outcomes, and sharing regular reports with team and management.



- Working in collaboration with Mid-Level Officer, Direct Marketing Officer and Manager, Donor Relations, and relevant internal departments to support aligned donor relation program strategies.
- Embracing being a learner, being curious, and continuing to develop professional skills and knowledge by attending educational sessions, keeping informed of donor experience and retention trends and other fundraising benchmarking data.
- Other tasks as they evolve.

**Qualifications that play to your strengths:**

- Post-secondary education, at either a university or community college level in fundraising, marketing, public relations, business, or related field
- A minimum of 1-3 years of related work experience
- Strong communication skills as a customer service enthusiast, striving for excellence, diligence, and resilience, while valuing the power of volunteerism in the community
- Ability to flex between working collaboratively within a team and working independently, as well as within a flexible hybrid working environment
- Strong sense of project management principles that support planning, managing competing timelines, coordinating tasks, managing internal and external resources, prioritizing tasks, and projects, and making informed decisions
- Passion for building constructive working relationships characterized by a high level of trust, acceptance, cooperation, mutual respect, and shared accountability and responsibility for program success and learning
- Must be flexible, show initiative, and have a results-driven philosophy with the ability to problem-solve and influence others
- Ability to work flexible hours (evenings and weekends), when required
- Exceptional computer skills (Microsoft Office)
- Working knowledge of Raiser's Edge or another CRM software system and web, email software is considered an asset

The salary range for this position is based on a \$44,000-\$48,000 annual salary, dependent upon your relevant qualifications and experience. The QEII Foundation offers a highly collaborative and supportive atmosphere, the opportunity for professional growth and development, and a competitive benefits package for full-time term contract positions. The QEII Foundation is an equal opportunity employer.

Please forward a cover letter and resume (one PDF file) to [shelley@hronthego.ca](mailto:shelley@hronthego.ca), noting 'QEII Foundation candidate submission – Donor Experience Coordinator' in the subject line. The application deadline is September 2, 2022. We thank all applicants but advise that only those selected for an interview will be contacted.