



Donor Stewardship Officer

Full time | Permanent

The Opportunity

As a fundraiser, you help people to support the causes they care deeply about. As a data manager, you capture information accurately to ensure those donors are treated as the heroes they are. As a receptionist, you are the front line of the organization, making connections with our most valued supporters. In this job, you will play all of these key roles. This is a job that is the foundational bedrock upon which our organization is built.

The Organization

Nature Canada connects the dots between local action and systemic change. For more than 80 years, we have been Canada's voice for nature. We work to ensure that solving the biodiversity crisis is a government priority. We advocate on behalf of other species for habitat protection and good policy. We facilitate mobilization among our extensive network of partners and individual nature-lovers to achieve our shared goals and generate the political will for needed transformation.

The Job

The Donor Stewardship Officer provides support to the Director of Development and works in a team with the Donor Development Officer and the Donor and Partner Relations Manager. The position will help oversee fundraising administration, production, coordination and logistics for communications to our supporters around our Development programs like direct mail, telemarketing, and digital fundraising.

This position is right for you if:

- You love and appreciate data entry
- You know your way around a database
- You like chatting on the phone with folks and finding solutions to their issues
- You enjoy a fast pace of work with strong deadlines

Description of Duties

- Act as front-line reception for incoming donor telephone calls, incoming and outgoing letters, welcome packages, and email correspondence
- Develop templates for in-house letters/coupons/surveys/thank you cards in concert with the Director of Development



- Resolve issues in a timely, proactive and donor-focused manner as they pertain to receipting, and database errors
- Assist with fulfillment of tax receipts, in-house mailers and updates/changes to donor information in the database
- Recruit, train and coordinate volunteers to help with these duties
- Processing of donor data to help raise funds in support of the organization's campaigns;
- Processing of the monthly donations on the 1st and 15th of each month and associated fulfillment of their annual receipt.
- Executes the data import and export processes for the Raiser's Edge, Engaging Networks, Salesforce databases;
- Does data uploads from recent mailers, surveys and market research for tracking and analysis
- Conducts proactive data consistency and quality checks for all databases;
- Performs data querying and reporting functions to support and enhance donor engagement efforts;
- Follows and proposes revisions to operating procedures and documentation related to areas of responsibility;
- Thoroughly understand and ensure compliance with Canada Revenue Agency requirements for issuing receipts accurately.

Summary of Qualifications and Experience

You may have some or all of these - let us know!

- Database experience (we use Raiser's Edge and Engaging Networks but something similar is also ok)
- Administrative experience (mail merge, business letters, data entry)
- Data management experience (analysis, queries, data pulls)
- Completed a College or university level program or have relevant lived experience
- Exceptional organizational skills
- An ability to work in English (and French is preferred).
- Ability to prioritize job tasks, problem solve and focus on deadlines
- Strong team player
- Commitment to the mission, values and work of Nature Canada, including equity, anti-racism and reconciliation

Nature Canada is committed to a workplace free from discrimination, harassment and intimidation where everyone can participate safely, freely and confidently. We encourage applications from members of equity-seeking groups.

**To Apply**

To apply for this position, please send CV and a one-page cover letter describing why you are suitable to info@naturecanada.ca with "Donor Stewardship Officer" in the subject line. Please ensure you mention your database experience in your letter.

Salary range \$55,000-\$60,000, dependent on experience.

Deadline: January 4th

No calls please. We thank all candidates for their interest, but we will only contact those selected for an interview.