

INTERNAL/EXTERNAL

Job Title:	Manager, Donor Services
Type:	Permanent, Full-Time, Non-Bargaining Unit
Rate:	\$60,879.00 - \$67,216.50 annually
Hours:	37.5 hours per week
Supervisor:	VP Philanthropy & Communications
Posting Date	November 15, 2021
Application Deadline:	November 26, 2021
Primary Location:	800 Bay Street, Toronto

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 125 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org.

Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Summary of the Job:

Reporting to the VP Philanthropy & Communications, and working collaboratively with other members of the Fred Victor Fundraising Team, the Senior Manager Donor Services is responsible for building the best possible level of **donor retention, satisfaction and connection** to Fred Victor. You will develop and implement donor stewardship initiatives and systems to provide a positive experience for Fred Victor donors and oversee the conversion of event attendees, 1st time donors, GIK donors and volunteers into supporters.

The position requires a person with experience in customer/donor service, administration and communication. It's best suited to someone who can think strategically about Fred Victor's donor and volunteer experience and how to shape that experience so we can grow our base of support and raise the funds and awareness needed to end homelessness in Toronto.

Responsibilities:

Data Management

- Supervise and support the Admin and Data Coordinator
- Ensure timely and accurate entry of donor & volunteer information and donations
- Ensure systems are in place to maintain overall integrity and security of donor data
- Provide training on Raisers Edge for staff and volunteers as required
- Ensure good relations with third party donation platforms (United Way, Benevity, Monthly IATS, Canada Helps) and suppliers (RE, Foster and Assoc, Tip Tap)
- Oversee and troubleshoot monthly reconciliation with the finance team
- Oversee timely and appropriate gift processing/receipting and acknowledgement
- Ensure that we are fully compliant with Canada Revenue Agency policies

- Ensure clean and accurate data extraction for: direct mail solicitations, newsletters, event communications, invitations, etc.
- Analyze appeals and program performance and come up with initiatives to improve
- Identify business needs and translate into actionable reports
- Budgeting - analyze donor and donation data to prepare revenue and expense projections annually

Donor Services

- Engage and steward Fred Victor Donors (< \$5,000) so they feel connected and valued
- Develop and oversee annual donor stewardship and communications plan for donors < \$5,000 (who gets what, when) and a strategy to convert 1st time donors (event attendees/GIK/volunteers) into supporters.
- Ensure donor communication preferences are offered and honoured
- Ensure timely and appropriate donor correspondence as per the annual plan: newsletters, invitations, updates, reports, thank you letters, tax receipts
- Recommend ways to provide a positive experience for Fred Victor donors and supporters.
- Develop and manage a Donor Retention Strategy for donors < \$5,000 including monthly donors, GIK donors and mid-level annual donors (incl. bad addresses, returned payment)
- Provide Administrative support to the VP Fundraising & Communications
- Prepare monthly donor thank you call sheets as per Major Donor Stewardship guidelines
- Execute cultivation, upgrading and retention strategies to build committed, long-term giving
- Coordinate mailing, contact, and emails for Fred Victor donors
- Collaborate with the Major Gifts staff to cultivate relationships with high-potential mid-level donors to create pipeline for larger transformational gifts
- Make phone calls and visits to mid-level donors to cultivate relationships and explore potential for increased giving

Research & Development

- Conduct research and develop donor profiles as needed for Senior Fundraising Managers
- Mine Fred Victor's donor pool for potential and prospective major donors and pass these on to Director of Philanthropy monthly
- Monitor and report on trends and best practices in the charitable sector
- Attend conferences, workshops and training to ensure we maintain best levels of service and donor retention

Qualifications:

- College or University Degree
- A minimum of 5 years managing CRM data systems
- Minimum 5 years of proven excellence in donor or customer service
- Experience in donor research and data analysis
- Experience with advanced Excel equations
- Knowledge of fundraising best practices & CRA guidelines
- Experience working in the charitable sector

Application:

Please submit a letter and resume detailing how you meet the job requirements by noon on **November 26, 2021**.

Marie MacCormack
VP Philanthropy and Communications
mmaccormack@fredvictor.org

Applicants, please quote “Manager, Donor Services” in the subject line

NO PHONE CALLS OR FAXES.

Proof of Covid-19 Vaccinations and a Police Record Check are required by the final candidate(s) prior to hiring.

All Internal and External job applicants must declare their vaccination status in their job applications — whether they have been fully or partially vaccinated. All candidates offered a position with Fred Victor Centre must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor Centre will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.