



POSITION TITLE: Donor Services Officer

SALARY RANGE: \$55,000-\$65,000

REPORTS TO: Director of Development

LOCATION: Toronto - in office and temporarily home based due to COVID-19

APPLICATION CLOSING DATE: July 18, 2022

ORGANIZATION:

Stella's Place focuses on integrating peer support with evidence-based treatment using modalities such as Dialectical Behavioural Therapy, mindfulness-based stress reduction, counselling, whole health, and recovery supports. Every program has been co-designed by young adults and content experts at Stella's Place, in order to support young adults who are struggling with their mental health.

Mission: Partnering young adults and professionals to provide a collaborative, innovative model of mental health services.

Vision: Healthy, resilient young adults living the lives they choose.

Values: At Stella's Place, we fundamentally value the capabilities and contributions of young adults, as we seek breakthrough innovations that benefit our community and society as a whole.

POSITION:

The Donor Services Officer is responsible for helping to meet the organization's fundraising goals through donor data management and stewardship. Your database expertise, reporting and analytical skills will help inform the strategies to grow and diversify development revenues. You will also play a key role in donor stewardship and retention to ensure the growth of our donor base for the future.

RESPONSIBILITIES:

Focus of responsibilities may shift year to year due to ongoing projects.

DATABASE ADMINISTRATION - 40%

- Creates database procedures and coding to improve overall integrity, accuracy and security of the Stella's Place Development database

- Ensures the timely and accurate entry of donor information, donations and event participants
- Responsible for tax receipting and acknowledgement process
- Drafts and updates acknowledgement letters regularly as well as follows up with team members for specific letter templates
- Oversee database migration from DonorPerfect to Raiser's Edge
- Provides database support & training as required

DATA ANALYTICS - 30%

- Identifies new donor prospects through database analysis;
- Extracts data for: prospect pipelines, solicitations, newsletters, event communications, invitations, etc.
- Prepares weekly/monthly fundraising reports and analysis as well as other database reports as required
- Prepares donor recognition listings for annual reports, website and donor wall
- Liaises with Finance Department for monthly & annual reconciliation & CRA T3010 reporting
- Undertakes data analytics/analyzes appeals and fundraising performance to support organizational decision making and make recommendations as needed

DONOR STEWARDSHIP - 30%

- In consultation with Development team members, supports the gift confirmation process (pledge forms and reminders, gift agreements, etc.)
- Works collaboratively with Stella's Place colleagues to collect program information and evidence-based data for Development stewardship reports, proposals and other donor communications
- Independently handles donor stewardship activities such acknowledgement process, thank you/stewardship calls, annual and stewardship report dissemination and other donor communications as needed

Other duties as required.

QUALIFICATIONS

1. University Degree, College Diploma or a combination of relevant experience; 3+ years or more within a charitable/not-for profit organization
2. Strong CRM database skills: proficiency with Raiser's Edge NXT; familiarity with DonorPerfect an asset
3. Strong donor prospect research skills using databases such as iWave, GrantConnect, etc.
4. Strong computer literacy: MS Office (Outlook, Word, Excel, Power Point), Google Suite of Products; familiarity with graphic design software an asset
5. Deadline and results-oriented, with excellent attention to detail and accuracy
6. Strong organizational and analytical skills
7. Excellent relationship building skills
8. Exceptional written and oral communication skills

9. Experience working with diverse communities
10. Demonstrated ability to collaborate with colleagues and volunteers
11. Ability to communicate the vision and key messages of Stella's Place to the community

REPORTING:

Communication, coaching, mentoring, professional development, and evaluation will take place with the Director of Development on a regular basis.

You will work five days/week primarily 9 a.m. to 5 p.m., with occasional work evenings and weekends required.

BENEFITS:

Stella's Place offers a generous health and vacation package; including comprehensive medical, dental and vision health benefits, 3 weeks vacation and 15 health days annually. Vacation increases after one year of service.

DIVERSITY, EQUITY, AND ACCOMMODATION:

Stella's Place is committed to having a workforce that is reflective of the diversity of the City of Toronto in general and of our participants in particular. We strongly encourage applications from racialized persons, Indigenous persons, persons with disabilities, persons of diverse sexual orientation, gender identity and gender expression and all those who can provide and contribute to diversification of perspective at Stella's Place.

Stella's Place is committed to hiring practices that are inclusive and barrier free. Stella's Place will provide reasonable and appropriate accommodation during all stages of the hiring process in accordance with the Ontario Human Rights Code in order to ensure the equal and fair assessment of all job applicants. Applicants are asked to make any accommodation request in advance.

YOUR APPLICATION:

Interested and qualified candidates are invited to submit their cover letter outlining your interest in working with Stella's Place and how you heard about the position (include specific website or network) along with a detailed CV to careers@stellasplace.ca with subject: Donor Services Officer by July 18, 2022.

We encourage interested applicants to submit early as the hiring committee will be reviewing/evaluating resumes as they are received.

We thank all candidates for their interest. We regret that only those selected for an interview will be contacted.