



Job Posting

Hamilton/Burlington SPCA

Manager of Donor Relations, Stewardship & Monthly Giving

Position:	Manager of Donor Relations, Stewardship & Monthly Giving
Hours:	Full -Time Monday to Friday, Weekend, and evening availability
Location:	Hybrid Schedule (To be determined by Supervisor)
Date Posted:	February 27, 2024
Date Closes:	March 28, 2024
Salary Range:	\$55K to \$65K (Performance Based)

The Hamilton/Burlington SPCA (HBSPCA) is a leader in animal welfare in the Golden Horseshoe and one of Ontario's most progressive animal welfare agencies. Our aspiration is keeping pets and their people together. Service to community supports pet parents, delivers early intervention for pet health and wellness where pet families live, and is guided by the benefits of the human animal bond.

The HBSPCA is a not-for-profit animal welfare organization largely supported by donors and friends of the animals. Relations with donors are of top importance; donors make miracles happen every day for animals in the community and in care.

The Position

The Manager of Donor Relations, Stewardship & Monthly Giving is a new role within the organization. The Manager of Donor Relations, Stewardship & Monthly Giving is a self-starter, excellent communicator and enjoys building and strengthening relationships. The Manager will create, execute and/or support a comprehensive donor acknowledgment and recognition plan to support all donors across the organization. The Manager will think strategically about donor engagement, providing creative solutions to enhance the relationship of donors increasing the likelihood of continued contributions. In addition, this role is responsible for managing a small portfolio of monthly donors, drafting annual solicitation appeals and following up to secure annual gift renewals. The Manager of Donor Relations, Stewardship & Monthly Giving meets with donors and prospects to qualify, cultivate, solicit, and steward gifts, working as part of a collaborative team across the Giving Division. This position reports to the Director of Individual Giving. As much time as possible is expected to be spent cultivating, soliciting, and stewarding donors.

You will work with third party organizations like outbound call centres, production houses, platform technology providers as the low hanging lead generation opportunities.

This job is right for you if:

- You enjoy researching and prospecting.
- You enjoy meeting people one on one.
- You enjoy listening to our stakeholders needs and wants, can translate those into outcomes.
- You enjoy developing relationships with current and new donors.
- You enjoy the opportunity to demonstrate your leadership and strength directly by your success in numbers and value.
- You have exceptional organizational and prioritization skills with high attention to detail.
- You are an idea person, creative and responsive.
- You are able to work with your peers and other departments to understand their needs and match or build related partnership funding models.

As the successful candidate, you will bring your “can do” attitude to fulfill the following responsibilities:

Position Responsibilities Include:

Donor Relations and Relationship Management

- Responsible for the creation, accuracy, timeliness, and quality of a wide variety of donor relations and stewardship communications, including personal communications, event collateral as well as custom and targeted impact reports that convey to donors the impact of their giving.
- Accountable for the information gathering associated with donor stewardship and impact reporting process.
- Create new and/or enhanced impact reporting tools and suite of standardized templates with accompanying process documentation to ensure quality, accuracy, and uniformity of reporting by multiple users. Explores digital stewardship solutions in collaboration with other teams.
- Coordinate and oversee processes, systems, and opportunities to ensure donors are thanked by beneficiaries.
- Routinely monitor and assess processes to improve procedures, reports, tools, and controls in accordance with established guidelines

Donor Recognition and Engagement

- Identify and develop inspiring engagement opportunities for donors to strengthen donor engagement and prospecting.
- Ensure gift recognition and stewardship policies and procedures are followed to provide consistency and integrity.
- Lead review of lifetime giving and oversee ongoing management and implementation of any related recommendations.
- Play a lead role in donor recognition and engagement for monthly donors to ensure this cohort of donors receives timely and personal thanks and appreciation, appropriate impact reporting, as well as opportunities to engage with HBSPCA events and leadership.
- Ensure donors are accurately recognized and coded within Raisers Edge

Project Management and Other

- Provide coordinated project management for special donor relations initiatives and projects.
- Evaluate impact reports, events, projects, email and digital communications and other key outputs via benchmarks and metrics ensuring key standards are met. Provide recommendations as needed.
- Support the timely resolution of donor relations and stewardship-based inquiries through research, problem solving, and communication with relevant staff members.
- Maintain accurate, up-to-date Raiser's Edge records of donor stewardship activity.
- Stay abreast of industry trends in stewardship and seek to identify new methods which can be implemented.
- Comply with fundraising policies, goals, and procedures.
- Establish and maintain information-tracking process regarding acknowledgment, recognition, ongoing communications, and continued cultivation for past and current donors across the organization.
- Proactively supports the stewardship activities of the giving department by assisting them in establishing and coordinating individualized stewardship plans to donors in their portfolios.
- Manage monthly donors' recognition and benefit implementation for leadership giving.
- Develop process for extending strategic and regular invitations to donors and prospects for meetings and develop guest lists for donor events.
- Draft monthly donor or Furever Friends annual donor solicitation appeals.
- Draft donor acknowledgment letters.
- Other duties as assigned.

If you are passionate about applying your knowledge, skills, and experience to make a tremendous difference in your organization and expand your career growth, then this role is for

you! Please send your letter of interest, resume and your available start date in confidence to careers@hbspca.com

Requirements

- Must be a team player
- Proven problem solver abilities
- Strong ability to listen and observe
- Ability to build partnerships and successful pitch documents
- Must have a valid driver's license
- Employment conditional on ability to work around pet companions
- Comfortable speaking/presenting in front of groups of people
- Enjoys working with all types of pets
- Excellent verbal, written and interpersonal communication skills
- Proficient in Microsoft Office and related programs
- Ability to work independently or part of a team.
- You want to grow within the organization

The HBSPCA offers paid vacation, pet discounts, extended health care benefits and a pension plan with matching contributions.

The HBSPCA is an equal opportunity employer and supports workforce diversity. We welcome and encourage applications from individuals with diverse backgrounds and lived experiences, as well as individuals of all abilities. Should you require accommodation during the recruitment process, please contact the shelter.

We thank all applicants for applying, however, only qualified candidates selected for an interview will be contacted.