



**Position Title:** Development Lead  
**Division:** Communications and Donor Relations  
**Department:** Communications and Donor Relations  
**Location:** Alex Taylor School

## Position Summary

---

As a skilled and experienced donor relations professional, you are responsible for all aspects of processing and managing donations and donor information, as well as assisting in the coordination of internal and external fundraising events and initiatives. A key aspect of your role will be customer service and relationship management.

## Key Accountabilities

---

### Donor Relations

- Respond to donor inquiries, accept and process donations made by phone and other channels.
- Greet walk-in donors, accept donations (financial and in-kind) and maintain donation records.
- In collaboration with the Director, maintain and update donor recognition and stewardship plans, including writing and processing thank you letters.

### Donation Administration

- Provide accurate information to Finance coding all gifts according to donor intent and GL structure.
- Ensure all cash management and reconciliation processes and policies are adhered to.
- Complete donor reports proactively and as required.
- Perform data searches to produce detailed and accurate reports and information for use in campaign analysis, solicitation and development and communication mailings.
- Oversee the maintenance of the In Kind Donation room, and fulfillment of programs' In Kind requests.

### Third Party Fundraising / Events

- Provide support to e4c and third party fundraising events that benefit e4c: program fundraisers, community events, and special events such as the WEAC Tea, Hallway Café fundraiser, and the e4c United Way Employee Campaign.
- Liaise with internal committees for organizational fundraising events such as gatherings, recognition opportunities, and staff retreats.
- Uses logical and informed judgment towards achieving fundraising and community engagement objectives.

### Donor Communication and Acknowledgement

- Prepare tax receipts and donor acknowledgement.
- In collaboration with the Director, devise unique and personalized recognition and stewardship for donors.

### Database Management

- Document fundraising and donor management software processes at e4c and update and maintain standard operating procedures for all data entry and reporting, ensuring all standards are met.
- Maintain integrity and security of fundraising and donor management software.
- Develop and enhance existing Development policies and processes, in consultation with the Finance and Communications & Development teams.
- Accurately and efficiently enter all relevant donor and donation information into database, including: donor profiles, donations, change of address, donor communication preferences and campaign information.

- Oversee donor database administration ensuring consistent entry procedures and training staff &/or volunteers on data entry guidelines.
- Troubleshoot issues with fundraising and donor management software as required.
- Facilitate staff training in fundraising and donor management software fundraising and donor management software (includes Communications and Donor Relations staff, Finance and Administration as required).

### **Prospect and Grant Management**

- Perform donor prospecting and research, collaborating with the Director of Sustainability & Communications to examine donor alignment.
- Develop a grant prospecting and pipeline plan aligned with the Strategic Plan of the organization.
- Write grant drafts identified by the Director of Sustainability & Communications, under the guidance of Program Managers.

### **Strategy & Planning**

- Develop and provide recommendations to the leadership team for enhancing the development and communications processes and capacity
- Work alongside and develop fundraising priorities in collaboration with colleagues across programs, and translate into short and long term strategies aligned with the organizational strategic plan.
- Work collaboratively within the department to develop and manage the annual budget, including established targets for individuals, foundations, corporation and events.

### **Education and Certifications**

---

- Diploma in Business, Fund Development, not-for-profit management.
- Equivalent professional training / certification will be considered.
- Clear Police Information Check with Vulnerable Sector and Child Intervention Check

### **Experience**

---

- 2-3 years' experience in a Fundraising, or Donor Relations role.
- Technically proficient with a fundraising and donor management software such as Raiser's Edge
- Experience with virtual meeting platforms.
- Understanding of finance processes and procedures
- Solid understanding of development and donor relations best practices, and ability to actively apply these principles.
- Proven ability to build, manage, and develop key stakeholder and donor relationships.
- Experience implementing strategic fundraising plans.
- Ability to deal with tight timelines and multiple priorities, in a fast-paced team environment that is constantly changing.
- Intermediate to advanced computer skills in a Microsoft Windows environment.

### **Competencies**

---

- **Relationship Building** – build formal and informal relationships. Model and foster respect and reciprocity with people served in the program, managers, other e4c staff, external service providers and persons' served.
- **Teamwork** – work cooperatively and effectively with staff, colleagues, and stakeholders to achieve collective results.

- **Communication** – comfortable communicating formally, informally, in groups and one-on-one. Able to obtain and share information, ideas, and problems. Able to ask for advice, support and accept feedback.
- **Professional** – High level of integrity, ethics and professionalism; must be able to handle all confidential information with discretion and sensitivity.
- **Accountability** – define expectations for self to fulfill these expectations (self-starter). Able to self-reflect, monitor and correct one’s own actions.
- **Resource Management** – effectively manage resources.
- **Detail Oriented** – focus on the details that matter, check work, ensure that tasks are completed.
- **Creativity** – seek ways to improve processes and efficiencies for enhanced service and community relations. Respond to new and innovative ideas in an effort to problem solve for resolution.

## Supervision

---

- No supervisory responsibilities.

## Reporting Relationships

---

**Reports To:** Director, Sustainability & Communications  
**Direct Reports:** None  
**Internal Relationships:** All Staff

## Working Conditions

---

### Schedule

- Full-time: 40 hours per week generally Monday to Friday with some flexibility, and with occasional event-based evening and/or weekend work (temporarily remote)

### Work Environment

- Operates primarily in an office environment. Remote work environment during COVID-19 pandemic.
- Interaction with internal and external stakeholders on a daily basis.
- Data entry on a daily basis.
- Requires constant attention, ability to multi-task, complete tasks with a high degree of attention to detail.
- Expectation to produce tangible results and complete projects within tight timelines.

### Physical Demands

- Lifting and/or carrying anywhere from 0lbs to 20lbs.
- Periodic handling / movement of light office materials and equipment (promotional materials, display and audio visual equipment).
- Routinely uses standard office equipment such as laptop computers and smartphones.

### Autonomy

- Decisions affect those involved on a specific job, and at times, the entire agency.

## Salary Scale

---

Group E