



Position Title: Development Coordinator
Division: Business Support
Department: Communications and Fund Development
Location: Alex Taylor School

Position Summary

Reporting to the Director of Communications and Sustainability, the Development Coordinator is a critical member of our Fund Development Team. The Development Coordinator is responsible for providing timely and effective fundraising support and prospect research, supporting the full cycle of donor relations and retention for e4c.

This position requires a self-starter with strong relationship and tactical skills – administration, project planning and project management, and exceptional customer and donor service.

The ideal candidate is an experienced professional who is outgoing, relationship-oriented, and understands and aligns with e4c's mission, vision, and core values.

Key Accountabilities

Donor Relations

- Act as the first point of contact for general donation-related inquiries to e4c
- Respond to donor inquiries, accept and process donations made by all e4c fundraising channels; ensuring that requests are delegated to, and information is shared with appropriate Team Members and Programs as required
- Greet walk-in donors, accept donations (financial and in-kind) and maintain donation records.

Donation Administration

- Provide accurate information to Finance, coding all gifts according to donor intent and GL structure.
- Assist in the preparation, review, and tracking of pledges, impact and/or endowment reports, financial information, proposals and gift agreements.
- 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.

Grant Administration

- Administer funding applications for the Winspear Grant under the guidance of the Department Director and parameters set forth in the funding agreement.

Third Party Fundraising

- Provide support for e4c and third party fundraising events that benefit or name e4c as their charity of choice – program fundraisers, community events, and special events including the organization's United Way Campaign.
- Uses logistical and informed judgment towards achieving fundraising and community engagement objectives.



- In consultation with the Director and/or Department Leads, develop and enhance additional third party fundraising initiatives that align with the best interests of the organization..

Donor Acknowledgement

- Process and prepare tax receipts and donor acknowledgement in a timely fashion and in accordance to CRA guidelines.
- In collaboration with the Director, maintain and update donor recognition and stewardship plans, including writing and processing thank you letters.

Database Management

- Document fundraising and donor management software processes at e4c. 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, including regular audits for data accuracy
- In collaboration with the Director and/or Department Leads, review and enhance existing Development policies and processes.
- Support the administration of the donor database, ensuring consistent entry procedures and supporting the training of staff and/or volunteers on data entry guidelines.
- Troubleshoot issues with software as required.
- Support the Financial Audit processes of the organization in collaboration with the Director.
- Support the facilitation of staff training in fundraising and donor management software, including but not limited to Communications and Donor Relations staff, Finance, and internal staff as identified in consultation with the Director.

Prospect and Grant Management

- Perform donor prospecting and research, collaborating with the Director and/or Department Leads to examine donor alignment.
- Support the development of a prospecting and grant pipeline.
- Support the writing of grant drafts as identified by the Director of Sustainability & Communications, under the guidance of Program Managers.
- Performs other duties and supports the Department as assigned

Education and Certifications

- Diploma in Business, Fund Development, Not-for-Profit Management.
- Equivalent professional training/certification will be considered.
- Blackbaud Certified Raiser's Edge Fundamentals or Pro certification considered an asset.
- Clear Police Check with Vulnerable Sector.

Experience

- 2+ years' experience in a Fundraising, or Donor Relations role.
- Active registration with the Association of Fundraising Professionals (AFP) considered an asset
- 2+ years' experience in a Customer-Service related environment.
- Demonstrated skilled competency in Raiser's Edge donor management software.
- Strong understanding of development and donor relations best practices, and ability to actively apply these principles.
- Proven ability to cultivate, manage, and steward key stakeholder and donor relationships.



- Ability to deal with tight timelines and multiple priorities, in a fast-paced team environment that is constantly changing.
- Ability to work independently.
- Experience with virtual meeting platforms.
- Intermediate computer skills in a Microsoft Windows environment
- Strong solutions-focused problem solving skills

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; tact in handling highly sensitive information with professionalism and discretion
- **Accountability** – define expectations for self to fulfill these expectations. 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 of Sustainability and 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.

Work Environment

- Operates primarily in an office environment
- Interaction with internal and external stakeholders on a daily basis.
- Data entry on a daily basis.
- Requires constant attention, ability to multi-task, complete detailed tasks and 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 0 lbs. to 20 lbs.
- 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.

Use of Personal Vehicle

- Candidates will require a valid driver's license, access to a personal vehicle and the ability to travel within Edmonton and the surrounding area on a regular basis.

Salary Scale

Group E