

Donor Engagement Coordinator

Status: Part time (28h/week)

Reports To: Senior Fund Development Manager

Supervises: Interns and volunteers as needed

Relationships: Works closely with other employees, donors, volunteers, suppliers/vendors and board members

Salary: \$20-\$30/hr

The Opportunity

“Powering entrepreneurs to end poverty,” iDE is an innovative international nonprofit organization that believes in the power of entrepreneurship to solve the world’s most pressing problems. Our market-based approach transforms donor support into real and lasting change for millions of people.

iDE Canada engages individuals, businesses, foundations and government in iDE’s mission, connecting Canadians to iDE’s impact around the globe. While not a household name in Canada, iDE has a compelling approach that particularly appeals to the entrepreneurially-minded and those who “think different” about philanthropy.

Our Canadian constituency is strongly rooted in the Mennonite community and our board includes founding members of the organization. In each of the past four years, iDE Canada has raised over \$1M in donations, along with \$2-3M annually in government support to projects in Asia, Africa and Latin America. For every dollar spent on our program, we commit to generating at least \$10 in new income for those who need it most.

We are not content to stand still and are looking for a motivated problem-solver and organizer to help drive our donor engagement events and communications.

Position Summary

The Donor Engagement Coordinator plays a key role in donor stewardship, working closely with the Senior Fund Development Manager to manage donor engagement events and campaigns, maintain donor records and create a positive, gratitude-focused experience for all donors.

Essential Duties and Responsibilities

Event Management

- Convene and lead event committees to plan and coordinate event execution;
- Working closely with the fundraising team, Fundraising Chair and volunteers, lead and manage event planning and execution;
- Take lead responsibility for booking and delivery of all key program elements;
- Develop and deliver all required communications materials;
- Track and manage all donor and event details in Salesforce CRM;
- Provide regular updates to board and staff on sales progress and responsibilities;
- Ensure full event follow-up for optimal donor engagement;
- Recruit and organize event volunteers;

Stewardship

- Accurately and efficiently manage all donor records in Salesforce CRM;
- Working with fundraising team, plan and execute donor stewardship plan;
- Using Salesforce CRM, produce donor analyses, mailing lists, etc. to facilitate communications and planning;
- Handle donor enquiries and communications by email, phone or social media channels with positivity, respect and gratitude;
- Accurately and quickly process and deliver donor receipts and gratitude communications;

Office Management

- Track, manage and procure office supplies;
- Assist with other administrative tasks as required;

Behaviour and Skills:

As the Donor Engagement Coordinator, you:

- Are committed to iDE's mission and approach to solving poverty.
- Are customer-focused. You get a kick out of resolving issues for donors and ensuring that every interaction leaves them feeling valued and positive about the organization.
- Pay attention to the details. You notice what is missing in an email from a vendor or what doesn't "smell" right in the data, helping you to quickly identify possible issues and resolve them before they become a serious problem.
- Are a positive problem solver. You pitch in to support your teammates and are always on the lookout for ways to help the team work smarter and more effectively.
- Get stuff done. You drive for results, using your initiative to solve problems and your judgement to seek guidance and help.
- Are ready to take leadership, working with a small team. You are able to manage competing priorities and create clarity when faced with ambiguity or uncertainty.
- Embody an attitude of possibility and lead others to embrace this orientation as well.
- Hold yourself and others to a high standard for ethical behaviour and business practices.
- Are self-confident, not fazed by tough questions or criticism, open to feedback and coachable.
- Have well-developed written, oral, interpersonal, and communication skills, with a high level of sensitivity for professionalism, propriety and confidentiality.
- Exhibit cultural sensitivity, empathy, and integrity. These qualities are critically important to be able to engage a wide range of stakeholders from a variety of backgrounds and cultures.

The position requires flexibility and may occasionally involve evening and/or weekend work, and some travel.

Work weeks are based on 37.5 hours per week.

Send your resume and cover letter to hr@idecanada.org by April 30. We will be reviewing applications on a rolling basis.