



CAMP OOOHIGEAS

Job Posting: Manager, Donor Relations

Camp Oochigeas is a privately funded, volunteer-based organization that provides kids with cancer and kids affected by childhood cancer with a unique opportunity for growth through challenging, fun, enriching and magical experiences. Since 1984, Ooch has been providing magical camp experiences to thousands of children affected by childhood cancer. Camp Oochigeas provides on-site chemotherapy and blood work to our camper population during their stay at our 400-acre facility in Muskoka, ON. The Camp also provides year-round programming at The Hospital for Sick Children in Toronto and other pediatric oncology centres across Ontario as well as for children living in the community. Camp Oochigeas has experienced strong strategic growth in the last few years and is offering increased programming in order to better serve our community.

Overall Purpose

The Manager, Donor Relations will manage the Donor Relations team to develop and implement a program of engagement, stewardship, and recognition initiatives to ensure that relationships between current and potential donors and Camp Oochigeas are nurtured in meaningful ways to forward Camp Oochigeas' mission to provide kids with cancer and kids affected by childhood cancer with a unique opportunity for growth through challenging, fun, enriching and magical experiences.

The Manager, Donor Relations is responsible for the development and implementation of the stewardship, recognition and gift acknowledgement (gift processing) program at Camp Ooch. As part of our Donor Services team, this person will work cross functionally to support fundraisers (ie. Director Philanthropy, SDO Annual Giving, SDO Events) by producing an engaging stewardship and recognition program for all donor segments. He/she will work with communications to develop a donor journey and corresponding communications to deepen donor commitment to Camp Ooch. The ideal candidate will possess excellent project management and change management skills, be creative in their approach to donor stewardship and ensure a high level of attention to detail.

The Manager, Donation Relations is also accountable for the effective and accurate recording of donations received from all sources into the donor software system (Raiser's Edge), for issuance of receipts in accordance with CRA. This role oversees the accurate entry and processing of donations, providing leadership and support to all staff performing gift processing.

Reports to: Director, Donor Services

Direct reports: **Coordinator, Donor Services**
 Administrator, Donor Services

Specific Accountabilities

1. Donor Relations & Stewardship program (45%)

- a) Responsible for planning, implementing and promoting an organization-wide culture of philanthropy through a comprehensive, strategic program based on the four pillars of donor relations: gift acknowledgment, gift stewardship, donor recognition and donor engagement, to further Camp Ooch's fundraising goals.
- b) In collaboration with the Director, Donor Services designs a systematic and integrated donor recognition program that encompasses giving milestones and naming opportunities.
- c) Oversees the creation and implementation of donor recognition areas, including named space plaques and signage, lifetime and campaign donor recognition electronic displays or walls, donor-named space renovations and relocations and signage.
- d) Creates and oversees the execution of a gift acknowledgments program that uses best practices to thank donors in a manner appropriate to their gift, ensuring they are timely, meaningful and documented in the donor's record.
- e) Works collaboratively to design the donor journey and stewardship activities that ensure donors are kept well-informed about the use and impact of their gifts.
- f) Supports the executive and leadership major donor, customized stewardship as required
- g) Works collaboratively with the Marketing and Communications team to recommend and instruct on the recognition of donors in both print- and web-based publications, as well as impact reporting and meaningful stewardship opportunities, as needed.
- h) In collaboration with the Director, Donor Services, develops and manages the budgets for the donor relations program. Monitors these budgets against articulated goals and objectives throughout the year.

2. Overseeing of Donation Processing & Gift Acknowledgment (45%)

- a) Lead, train and direct the work of the team supporting the Gift Processing function.
- b) Oversee the activities of data entry staff to ensure all donations are entered and acknowledged accurately and efficiently.
- c) Approve all batches for accurate data entry, donor acknowledgement and accurate receipting according to CRA guidelines.
- d) Liaise with Finance Manager regarding monthly reconciliation to troubleshoot and resolve discrepancies.
- e) Run database queries as requested by Finance and provide assistance for the financial audit and Charity Return filing.
- f) Maintain and update documentation on all data entry and gift processing procedures and tax receipting guidelines.
- g) Oversee all the administration/processing of pledges and monthly donations.

3. Team Leadership (10%)

- a) Manage the Donor Relations Team to ensure team cohesiveness, optimize collaboration and ensure operational effectiveness and efficiency.
- b) In consultation with the Director, Donor Services and Human Resources, recruit, hire, coach and motivate staff and develop career path/performance goals.
- c) Determine how best to enhance the team's performance including managing individual performance goals and plans, professional development, and progress tracking.

Ethics

Help ensure that the integrity, image and quality of all programs are consistent with Camp Oochigeas' mission, operating principles and objectives and adhere to the code of ethics of

Imagine Canada, the *Canadian Code for Volunteer Involvement* and the *Code of Ethics of the Association of Fundraising Professionals*.

Relationships

1. Reports to Director, Donor Services.
2. Supports the daily work of frontline fundraisers.
3. Works closely and co-operatively with all staff in the organization and in particular with Development and the Directors, Finance & Corporate Services with respect to Donor Relations.
4. Works collaboratively with donors on receipting and acknowledgement matters.

Experience and Qualifications

Required Criteria

- a) A relevant university degree with a minimum of 5 years fundraising experience in a non-profit organization.
- b) 5+ years donor relations, stewardship and/or gift processing and database management experience (preferably Raiser's Edge).
- c) Experience with major donor stewardship (six and seven figure donors).
- d) Knowledge of best practices related to donor recognition and acknowledgement.
- e) Excellent proficiency in Microsoft Office (Excel, Word, PowerPoint).
- f) Knowledge of donation and receipting processing and CRA regulations.
- g) Highly motivated and proactive, understanding how to work collaboratively with individuals and teams.
- h) Excellent project management and change management skills.
- i) Strong administrative and problem-solving skills with the ability to translate vision and strategy into tactics and actions.
- j) Demonstrated commitment to exceptional customer service and a pleasant phone manner.
- k) Current driver's license.
- l) Current police reference check.

Advantageous Criteria

- a) Experience and/or strong understanding of frontline fundraising.
- b) Previous management experience.
- c) Knowledge of accounting practices.
- d) An understanding of the power of camp.
- e) Demonstrated commitment to volunteerism or volunteer sector.

Personal/Professional Characteristics

Enthusiastic, accurate, detail oriented, service oriented, excellent time-management and organizational skills, flexible, diplomatic, discreet, able to work in a small office environment, excellent oral and written communication, able to meet deadlines and work well under stress, analytical, sense of fiscal responsibility.

Particular Working Conditions

- a) The position involves some evening and weekend commitments.
- b) In consideration of the population Camp Oochigeas serves, the Manager, Donor Relations is a non-smoker.

Physical Requirements

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some

stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. The job is performed in a generally hazard free environment and in a clean atmosphere.

The minimum physical requirements for this position include:

- c) Able to operate a personal computer.
- d) Able to concentrate for long periods of time while maintaining accuracy.
- e) Able to lift up to 30lbs.

Benefits

This position offers a competitive salary, full benefits package, vacation, professional development, and performance based increases.

Equal Employment Opportunity

Camp Oochigeas invites applications from all qualified individuals. Camp Oochigeas is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity. In accordance with Canadian Immigration requirements, priority will be given to Canadian citizens and permanent residents.

Accessibility

Camp Oochigeas provides support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. Accommodation will be provided, on request, to applicants with disabilities to enable their participation in the recruitment, assessment, selection and hiring stages.

Start Date: Immediate

To Apply

Please send a cover letter, resume and expected salary to hr@ooch.org by **June 28th, 2019** with the email subject reading **Manager, Donor Relations**.

Fax, mail, or email is acceptable and needs to be addressed to the attention of:

Manager, Donor Relations Hiring Committee
Camp Oochigeas
464 Bathurst St.
Toronto, ON
M5T 2S6
Fax: 416 961 2267
Email: hr@ooch.org

No phone calls please

Only applicants selected for an interview will be contacted. For more information about Camp Oochigeas, please visit www.ooch.org

Camp Oochigeas is committed to employment equity and encourages applications from all qualified applicants.