



Camp Ooch & Camp Trillium

Officer, Donor Experience

Cancer changes a child's life, but so does camp. And so can you!

Do you have a passion for empowering kids and youth? Do you want to be part of an exciting and dynamic team that makes a real difference in the lives of families affected by childhood cancer? **Then Camp Ooch & Camp Trillium is the place for you!**

It's the place where kids with cancer can just be kids, and families connect with a community of strength and support when they need it the most. Important work continues throughout the pandemic to keep them connected to fun and friendship in hospitals, in the community, and at overnight camp.

Join our team! Learn more at www.ooch.org.

Overall Purpose

The **Officer, Donor Experience** leads the stewardship and recognition program within the larger Marcoms & Donor Experience (MDEX) team. A collaborative and analytical leader, they create memorable moments for donors, while executing process improvements to execute a dynamic donor program that leads to retention and revenue growth. The key accountabilities in this role include development and execution of the donor experience and stewardship program, as well as working collaboratively with marketing and communications to plan and execute donor communications.

Location: Toronto, Ontario, Canada - 464 Bathurst St. This role is currently a hybrid position combining working remotely from home with working from the office approximately 1-2 days each week. We expect this to continue to be a hybrid work from office/work from home role in the future.

Reports to: Director, MarComs & Donor Experience

Experience and Qualifications

Required Criteria

- 5+ years donor relations, stewardship and/or relationship management.
- 3+ years of experience using Raiser's Edge.

- Knowledge of best practices related to donor recognition and acknowledgement.
- Ability to manage multiple priorities from different sources enhanced by problem solving capabilities.
- Experienced with a variety of donation management tools, management, camp program software and email management tools.
- Proven experience in both fundraising operations and designing and delivering donor-centric donor stewardship programs.
- Strong administrative and problem-solving skills with the ability to translate vision and strategy into tactics and actions
- Highly motivated, proactive and persistent, understanding how to work collaboratively with individuals and teams in a complex environment.
- Demonstrated experience managing complex projects and change initiatives with excellent project management, organization, and budgeting abilities.
- Ability to initiate, analyze, monitor, evaluate and alter strategic business plans.
- Experience with major donor stewardship (six and seven figure donors).
- Experience creating polished reports and management of photo assets
- Highly developed oral/presentation and written communication skills with the ability to communicate to a wide array of audiences
- Ability to use sound judgment and maintain discretion and confidentiality at all times.
- Excellent proficiency in Microsoft Office (Excel, Word, PowerPoint).
- Current police reference check.
- Current G Driver's license, and the willingness and ability to become insured on our auto insurance plan.

Advantageous Criteria

- Experience in reporting, database management and analytics with Raiser's Edge or other fundraising databases
- Proficient in building custom reports and associated software (i.e. Crystal Reports or Tableau).
- Working toward a CFRE designation or membership in AFP and/or ADRP an asset.
- Demonstrated commitment to volunteerism or volunteer sector
- Experience with Adobe or In-Design.

Personal/Professional Characteristics

- Enthusiastic, accurate, detail oriented, service oriented, excellent time-management and organizational skills, flexible, diplomatic, discreet, able to meet deadlines and work well under stress, analytical.
- Principled person with substance and integrity, high level of emotional intelligence and maturity, intelligent and inquisitive, strategic mindset and approach, mission-driven, with a commitment to fundraising for children with special needs and exceptionalities.

- Collegial and resourceful, problem-solver, service-oriented and ambitious for the success of the entire team.

Particular Working Conditions:

- The position involves some evening and weekend commitments.
- In consideration of the population the organization serves, it is preferred that the applicant is a non-smoker.
- This role supports gift processing during the December holiday period, for which lieu time is offered.

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:

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

Compensation & Benefits

This contract position offers an annual salary range of \$58,000 - \$62,000 commensurate with experience, full benefits package, vacation, and professional development.

To Apply

Please send a cover letter, resume and expected salary to careers@ooch.org with the email subject reading **2021039 - Officer, Donor Experience.**

*We will expect to commence screening applicants on September 10, 2021.
This posting will remain open until filled.*

Only applicants selected for an interview will be contacted. For more information about Camp Ooch & Camp Trillium, please visit www.ooch.org - No phone calls please.

Equal Employment Opportunity

Camp Ooch & Camp Trillium invites applications from all qualified individuals. We are 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

Upon request, Camp Ooch & Camp Trillium will provide to applicants with disabilities, accommodations that take into account the applicants' accessibility needs, in order to facilitate participation in the recruitment, assessment, selection and hiring stages.