



Donor Stewardship and Retention Officer

Fund Development · Ottawa, Ontario

Apply for This Job

Department Fund Development

Employment Type Full-Time

Minimum Experience Mid-level

Internal/External Posting Notice

Title:	Donor Stewardship and Retention Officer
Department:	Fund Development
Status:	Full-time, unionized
Location:	Ottawa, ON
Immediate Supervisor:	Manager, Annual Giving
Salary:	\$62,814.53 - \$82,659.63
Level:	Band 2
Application Deadline:	May 6, 2022

Oxfam Canada is an affiliate of the international Oxfam Confederation networked in over 90 countries as part of a global movement for change. Our mission is to build lasting solutions to poverty and injustice with a focus on improving the lives and promoting the rights of women and girls. We work directly with communities, partners and women's rights organizations to challenge the systems that perpetuate inequality and keep people poor. Together we seek to influence those in power to ensure that women trapped in poverty have a say in the critical decisions that affect them, their families and entire communities. That's why we believe that ending global poverty begins with women's rights.

Oxfam Canada offers a generous compensation and benefits program. Our comprehensive employee benefits package includes robust health, dental and wellness benefits, flexible working conditions and generous vacation and other leave provisions. We also offer the opportunity to be a part of our global movement for change! If you are passionate about tackling poverty, inequality and injustice around the world, believe in advocating for women's rights and ending patriarchy, and share our values of Empowerment, Solidarity, Inclusiveness, Accountability, and Courage – we want you on our team!

SCOPE OF POSITION:

Reporting to the Manager, Annual Giving, the **Donor Stewardship and Retention Officer** is responsible for ensuring that our generous supporters have meaningful and innovative recognition, interactions and touch points along their donor journey. Under the direction of the Manager, the **Donor Stewardship and Retention Officer** will work with all units within the Fund Development, Communications Department and Programs Departments to operationalize highly-customized donor engagement, stewardship and recognition tactics to support exceptional donor experiences, retention and growth with a special focus on monthly donors.

MAJOR RESPONSIBILITIES: (This is not an exhaustive list of duties to be performed)

Monthly and Mid-level donor stewardship:

- Work with the Annual Giving Manager to plan and deliver the annual stewardship and retention strategy with a focus on monthly donors
- Develop, assemble and coordinate the shipment of materials, including welcome packages, print inserts, cards and other materials for donor-requested mailing
- Make welcome phone calls and send welcome packages according to the stewardship plan.
- Create timely and meaningful impact content, stories and updates relative to fundraising appeals and donor gifts as part of their donor journey
- Execute impact reporting by email using Engaging Networks digital marketing platform, by mail or other agreed method of distribution and donor preference
- Ensure stock and equipment levels to support all Fund Development Unit programs are adequate, including stationery, brochures, annual reports, welcome packs, mini-reports and other collateral
- Work with the Fundraising team to execute other identified stewardship touchpoints like birthdays, anniversaries, news-sharing, Oxfam reports and other special moments that support a high impact Oxfam experience and sense of community.

- Develop trigger-based and lifecycle based automated communications where appropriate
- Maintain and update the annual stewardship calendar, using Asana and other tools
- Coordinate the annual Shareplan tax receipting process with colleagues in Fund Development and IT/IS
- Identify best practices at other organizations for stewardship planning and operation
- Other responsibilities, as they may arise, to support the overall goals of the Fund Development Department.

Donor service and engagement:

- Develop and support donor engagement events and face to face opportunities, including but not limited to logistics, outreach, donor post-event follow-ups and internal debriefs
- Develop and maintain a system of outbound personal calling, thanking and tracking activities including donor profile and preference updates in the CRM
- Support a process that prompts executives and others with key donor relationships, and assist them in maintaining personal contact with donors
- Provide excellent, courteous and timely customer service –over the phone or through electronic communication – to all donors and potential donors.
- Monitor cases daily and phone monthly donors requesting to cancel or adjust their monthly gifts, making every attempt to personally service and save the donor and express gratitude
- Provide back-up support for the donor relations team as required and during peak periods, including processing donations, answering inquiries, cases and tax receipting.

Monitoring, evaluation and learning:

- Ensure that details of stewardship plans are coordinated and communicated to all involved internal stakeholders, and that the annual plan is documented, implemented and measured.
- Maintain a system for tracking and reporting KPIs used to measure and refine the stewardship plan to ensure donor satisfaction, retention and conversion
- Monitor and respond to attrition
- Monitor and execute recovery tactics for failed and expired credit card and ACH donations
- Execute donor insights and survey initiatives that inform future stewardship strategies
- Execute the process of annually updating donor recognition, communication and solicitation preferences, including CRM updates.
- Create and maintain a donor communication and solicitation preference guide based on CRM flags and socialize consistent practices within the department
- In coordination with the donor relations team, build and share monthly reports relating to monthly donor status and other CRM cases from monthly givers
- In coordination with the donor relations team, build and share monthly reports for case volume and types, as well as the quarterly complaints report.
- Establish a system of reporting activities and results to the Manager and other relevant stakeholders.

REQUIRED EXPERIENCE, KNOWLEDGE & COMPETENCIES:

- University degree in a related area such as marketing, communication, business, or equivalent combination of education and direct related experience working in fund development in a not-for-profit organization.
- Minimum of three (3) years of relevant donor service or engagement experience.
- Knowledge, understanding and commitment to global justice, social change, women's rights and gender equality.
- Proven and superb customer service skills and highly personable.
- Exceptional written and verbal communication skills in English. Fluency in French and/or Spanish an asset.
- Demonstrated ability to conduct outbound calls with external stakeholders.
- Experience conducting a minimum number of weekly outbound donor stewardship calls and recording results in the CRM.
- Ability to effectively and concisely communicate complex issues in an easily understood manner.
- Experience writing and developing marketing materials and personalized letter updates, using print and email.
- Excellent organizational and project coordination skills and ability to prioritize work.
- Ability to work well under pressure and meet deadlines with high attention to detail.
- Ability to take direction and work independently and as a member of a team.
- Good decision-making skills, tactful, good listener, willingness to search out answers, ability to recognize when others need to be involved in activities or decisions.
- Creativity, curiosity, high energy level, and an enthusiasm for meeting and working with a wide range of individuals
- Knowledge of principles and techniques relevant to donor journey marketing and moves management.

- High degree of competence using fundraising CRM databases, preferably Salesforce; understanding of data entry and report generation.
- High proficiency using MS Office software (Word and Excel a must) and CRM databases;
- Willingness to sign and abide by the Oxfam Code of Conduct.

In addition to competitive pay, we offer:

- 35-hour workweek and the ability to work flexible hours
- A hybrid workplace where staff can work from home and the Ottawa office
- 4 weeks paid vacation per year, plus paid office closure between Christmas and New Year
- Extensive health, dental and wellness coverage for you and your dependents
- Paid sick days, and additional time off for personal and care responsibilities
- Pension plan contributions
- Caring, compassionate and supportive work environment that recognizes that work is one of the many responsibilities we have to prioritize in our lives
- Regular opportunities for all staff across Canada to meet – in person and virtually – to learn, connect and grow as a team!

**** MUST be eligible to work in Canada ****

If you don't see yourself reflected in every job requirement listed in the posting above, we still encourage you to apply.

Oxfam Canada is committed to diversity and equity around the globe and in our workplace. All our work is led by three core values: Empowerment, Accountability, Inclusiveness. We welcome applications from: women, Aboriginal persons, persons with disabilities, ethnic minorities, persons of minority sexual orientation or gender identity, visible minorities, and others who may contribute to diversification and share our values. If you are invited to continue the selection process, please notify us as soon as possible of any particular adaptive measures you might require. Applicants are encouraged to share accessibility needs in the application process, and every attempt will be made to accommodate them.

Important Note: All offers of employment are conditional upon signing our strict code of conduct, subject to satisfactory references and may be subject to appropriate screening checks. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for Oxfam Canada.

For additional career opportunities within Oxfam Canada, please visit oxfam.ca/employment-opportunities. Please note that we are not able to offer internships or overseas volunteer placements.

We welcome you to join our movement – sign up for news and updates today.

We thank all those who apply, however, only those selected for an interview will be contacted.

[Apply for This Job](#)