



**Job Posting:** Coordinator, Fundraising (Midlevel and Direct Response)

**Type:** Full-Time, Permanent position

**Location:** Ottawa

**Salary Range:** \$57,157-\$71,446 per year

**Posting Date:** June 12, 2026

**Application Deadline:** July 03, 2026

**Expected Start Date:** August 17, 2026

## **BACKGROUND**

The Ottawa Food Bank is seeking a detail-oriented and collaborative Coordinator, Fundraising (Direct Response) to support its mission of providing nutritious food to individuals and families experiencing food insecurity across the city. As a central hub for emergency food distribution, the organization works closely with community partners, donors, and volunteers to ensure sustainable and responsive support for those in need.

Operating in an environment where demand for services continues to grow, the Ottawa Food Bank relies on strong donor relationships and effective fundraising strategies to sustain its impact. The Communications and Development team plays a key role in delivering meaningful engagement opportunities that connect supporters to the organization's work and strengthen long-term community investment.

This role exists within a fast-paced, collaborative setting that values thoughtful coordination, adaptability, and a commitment to continuous improvement. It contributes to an integrated approach to fundraising that balances operational excellence with a strong focus on donor experience and organizational impact.

## **ABOUT US**

The Ottawa Food Bank is the leading emergency food provider in the National Capital Region, supporting a network of nearly 100 community food programs. Each year, we respond to more than 556,000 visits, of which 37% are children, reflecting the ongoing and urgent need across our community.

Through the generosity of our donors, partners, and volunteers, we distribute approximately 8.3 million pounds of food annually, ensuring equitable access to nutritious food for individuals and families facing food insecurity throughout Ottawa.



## **SUMMARY**

Reporting to the Manager, Direct Response Fundraising, the Coordinator, Fundraising is a vital contributor to the Ottawa Food Bank's revenue growth and donor engagement strategy. This role leads the coordination of direct response fundraising and supports cross-functional projects within the Communications and Development team. With a strong focus on donor stewardship, the Coordinator, Fundraising (Midlevel and Direct Response) owns the growth and management of the midlevel donor portfolio which spans the direct response and Major Gift audiences while strengthening relationships and maximizing long-term impact.

## **MAJOR RESPONSIBILITIES**

### **PROJECT MANAGEMENT SUPPORT FOR DIRECT RESPONSE PORTFOLIO**

- Supports direct mail (including email) fundraising campaigns by preparing messaging templates and sending fundraising messages to donors.
- Supports the Manager, Direct Response Fundraising by ensuring that campaign timelines are documented, tracked, and adhered to. Escalates any issues to the Manager, Direct Response Fundraising.
- Submits campaign materials to external translation providers for translation into French and manages the external translators' work to ensure that timelines and deliverables are met.
- Tracks campaign metrics and prepares reports on campaign outcomes. Works with the Finance and Administration team to produce queries and reports using Raiser's Edge.
- Acts as the primary owner of setting up and managing online fundraising pages for direct mail campaigns.
- Ensures that online donation pages are set up correctly, linked to appropriate funds, etc. Works with online donation page platform vendor and fundraising agency to troubleshoot issues and make improvements to pages where needed.

### **OWNERSHIP OF STEWARDSHIP VOLUNTEERS AND DEVELOPMENT TEAM PROJECT MANAGEMENT SUPPORT**

- Collaborates with other team members, departments, and member agencies to gather stories of impact for direct mail campaigns such as newsletter features and donation page statistics.
- Participates in efforts to maintain and improve internal resources, tools, and workflows that support fundraising efficiency and donor stewardship.



- Owns the leadership of stewardship volunteers, acting as their Volunteer Supervisor and providing instructions, guidance, and support to the stewardship volunteers. Delegates extra supervisory support during high-volume giving periods.

### **DONOR MANAGEMENT**

- Collaborates with the Manager, Direct Response Fundraising and other staff to design, implement, steward, and evaluate projects related to the fundraising objectives of the Ottawa Food Bank.
- Records stewardship and recognition actions in Raiser's Edge.
- Supports other accountability and stewardship work as required, such as development of case statements and cultivation projects.
- Owns the process of identifying, cultivating and stewardship of donor prospects who may be receptive to more personalized solicitations, or rising to major giving levels, by analyzing giving patterns and feedback received through Direct Response channels. Collaborates with other team members to design appropriate donor moves management.

### **KNOWLEDGE AND COMPETENCIES**

- Demonstrated proficiency in the Microsoft 365 suite, including Word, Excel, PowerPoint, Outlook, and SharePoint.
- Working knowledge of fundraising databases (e.g., Raiser's Edge) and digital fundraising platforms.  
Solid understanding of fundraising principles, donor stewardship, and engagement strategies.
- Highly organized and self-motivated, with the ability to work independently while effectively managing multiple priorities and competing deadlines.

### **EDUCATION AND EXPERIENCE**

- Post-secondary education in fundraising, communications, marketing, or a related field, or an equivalent combination of education, training, and experience.
- Experience working in a fundraising, not-for-profit, or mission-driven environment.
- Demonstrated experience coordinating direct response or other fundraising campaigns.
- Proven ability to manage multiple projects simultaneously, collaborate with diverse stakeholders, and meet competing deadlines in a fast-paced environment.



- Strong relationship-building skills with the ability to engage and collaborate effectively with internal and external partners.

## **RESPONSIBILITY FOR CONTACTS**

The incumbent collaborates closely with members of the Communications and Development team to share information, provide updates, and coordinate activities to ensure alignment and effective execution of fundraising initiatives.

This role liaises with third-party vendors to coordinate the planning and delivery of direct mail campaigns, ensuring expectations, timelines, and deliverables are clearly defined and met.

The incumbent may interact directly with donors to address inquiries and troubleshoot issues related to donations, while also engaging existing supporters through tailored communications, including campaign invitations and impact updates.

The role also works with external translators, coordinating assignments and ensuring the timely delivery of high-quality materials.

## **PROBLEM SOLVING**

The incumbent is responsible for ensuring fundraising campaign timelines are met by proactively identifying and addressing potential risks or challenges. In collaboration with the Manager, Direct Response Fundraising, they troubleshoot and resolve issues that may impact campaign execution or performance.

This role also independently resolves technical and operational issues related to the setup and functionality of donation pages, and identifies solutions to content and layout challenges in direct mail materials to ensure accuracy and effectiveness.

## **SUPERVISION**

This position has no direct reports.

The incumbent periodically acts as a Volunteer Supervisor to the stewardship volunteers.

## **CONSEQUENCE OF ERRORS**

Errors in this role have the potential to disrupt fundraising activities and diminish the effectiveness of direct response campaigns. Inaccurate communications or misconfigured donation systems may negatively influence donor engagement, erode trust, and pose reputational risk to the organization, with possible implications for fundraising performance and donor retention.



## **WORKING ENVIRONMENT AND TRAVEL**

Work is performed fully on-site in an office environment at the Ottawa Food Bank's main office located at 2001 Bantree Street.

The position has regular office hours from 8:00 am to 4:00 pm, Monday to Friday. Work outside of regular office hours is infrequent but may be required. Travel is not a normal requirement of the position.

## **PHYSICAL AND MENTAL REQUIREMENTS**

This position operates within a standard office setting. The physical and mental requirements are consistent with typical office-based work, and the organization is committed to providing accommodations to support employees as needed.

## **LANGUAGE REQUIREMENTS**

Excellent English language skills (verbal and written) are a requirement of the position. The ability to communicate in French or other languages is an asset.

## **COMPENSATION INFORMATION**

The hiring range for this Level 2 position is \$57,157 to \$71,446. Placement within this range will be determined based on experience, qualifications, and in accordance with the Ottawa Food Bank's compensation policy.

## **APPLICATION PROCESS**

Interested applicants should [Apply here](#) . Shortlisted candidates will be contacted for screening and interviews.

The Ottawa Food Bank is committed to fostering diversity and inclusivity in our workforce. We actively encourage applications from individuals of all backgrounds, including those with disabilities, and members of the 2SLGBTQI+ and BIPOC communities.

In our commitment to accessibility, the Ottawa Food Bank provides accommodations for persons with disabilities throughout the entire recruitment process. If you require accommodation, please inform your recruiter, and we will ensure that your needs are met.

Ready to apply? Submit your application by the deadline to join a collaborative and mission-driven organization making an impact in the community.



Ottawa Food Bank