



PWRDF

The Primate's World Relief
and Development Fund

*le fonds du Primate pour le secours et
le développement mondial*

THE ANGLICAN CHURCH OF CANADA

80 Hayden Street, 3rd floor
Toronto, Ontario, Canada M4Y 3G2

Tel: 416-924-9192

Toll Free: 1-866-308-7973

Email: pwrdf@pwrdf.org

Website: www.pwrdf.org

The Primate's World Relief and Development Fund Position Description: Program Officer, Donor Relations

PWRDF seeks a truly just, healthy and peaceful world. As an instrument of faith, PWRDF connects Anglicans in Canada to communities around the world in dynamic partnerships to advance development, respond to emergencies, assist refugees and act for positive change.

All PWRDF staff contribute to the fulfillment of the vision and mission of PWRDF and the mission of The Anglican Church of Canada.

PWRDF is committed to anti-racist principles in all of its work. PWRDF is an equal opportunity employer. PWRDF values and is committed to a safe, respectful and equitable work environment.

Partnership is both the *work* and a *way of working* for PWRDF.

The position of Position Officer, Donor Relations is part of the PWRDF Bargaining Unit, listed as a Level 6-1 position, a starting salary in Level 6 being \$50, 617.

Interested applicants should submit a curriculum vitae accompanied by a letter which details their experience and the reason for their interest in effectively carrying out the responsibilities of this work. Applications can be submitted until **May 12, 2022** although interviews may begin prior to this date. Please submit applications to the following address: pwrdf_careers@pwrdf.org.

PURPOSE OF THE POSITION

The Donor Relations Officer supports all aspects of the work of generating and increasing revenue for the organization including donor stewardship, annual giving, monthly giving, planned giving, major gifts, parish, group and individual giving, direct appeals, digital fundraising, and private sector giving.

I. DUTIES AND RESPONSIBILITIES

DONOR RELATIONSHIPS

- Provides excellent customer service to donors calling to make donations
- Responds to a variety of inquiries from donors including lost tax receipts, confirming funds were received, questions about how funds are being used, etc.
- Ensures donors receive appropriate and timely appreciation and follow up
- Contributes to report preparation for donors on the impact of their gift
- Contacts donors by telephone and writes thank you letters to express appreciation for their gift
- Working with the Volunteer Coordinator, facilitates donor stewardship by PWRDF volunteers
- Receives Christmas card orders, maintains inventory, manages shipping process
- Coordinates with Office Administrator to ensure Executive Director is involved at appropriate levels in donor appreciation



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- Participates in stewarding donors towards major gifts, monthly giving, online giving, etc.

FUNDRAISING

- Assists in developing cases for support and proposals
- Assists in researching foundations, corporations and other grant giving organizations who could financially support PWRDF
- Prepares emergency response appeal materials for distribution to dioceses, parishes and individuals, and works with the Communications Coordinator on messaging for the website and social media
- Supports the production and mailing of the spring and fall Direct Mail appeals
- Supports the production of fundraising resources and materials
- Assists with providing training to volunteers on fundraising

DATABASE

- Processes donations in an accurate and timely manner into the donor database, the critical one in use by the organization being Donor Perfect.
- Updates the donor database in a timely manner with accurate information about donors
- Responds to queries from staff and board about donations (how much was raised, who donated, info on designated donations ; number of new donors, etc) using donor database
- Provides reporting on annual Gift Guide: donation amounts, type, cost, donors etc
- Provides reporting from donor database as required for the purpose of analysis of fundraising trends, annual fundraising analysis to the board, etc.
- Provides regular fundraising reporting data and reporting data from donor database to management
- Assists with data clean up as required

COMMUNICATIONS

- Keeps Communications Coordinator apprised of donor stories for use on the website, in social media and in the monthly Email Update
- Provides input gathered from end users to the Communications Coordinator on the Design of PWRDF's Christmas card
- Prepares presentations for donors and potential donors as directed by supervisor
- Participates in preparing stories and materials for print, website, social media, etc

ADMINISTRATIVE SUPPORT

- Provides administrative support for the donor relations and fundraising work of PWRDF
- Provides logistical support for fundraising events
- Maintains accurate documentation of fundraising expenditures
- Provides administrative support to board fundraising committee
- Undertakes other administrative tasks for the FSR team as directed by the FSR Director



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- Follows up and completes paperwork related to bequests as directed

ORGANIZATIONAL RESPONSIBILITIES

- Perform routine administrative tasks related to this position.
- Contributes to the building and maintenance of a mutually supportive relationship between PWRDF and ministries of the Anglican Church of Canada, including General Synod, Anglican Foundation, dioceses and parishes across the country.
- Contributes to a healthy relationship between Union and management
- In coordination with supervisor, undertakes speaking engagements and presentations on behalf of PWRDF
- Participates in institutional activities (e.g. team and staff meetings, policy development, matrices)
- Works within PWRDF policies, guidelines and strategic directions

OTHER DUTIES AS ASSIGNED

- Carries out additional assignments as required

II. TYPICAL CONTACTS:

INTERNAL (PWRDF AND CHURCH HOUSE STAFF):

- PWRDF Staff
- Anglican Church of Canada Staff

EXTERNAL (BEYOND PWRDF AND CHURCH HOUSE STAFF):

- PWRDF network, including Diocesan representatives, Parish representatives, PWRDF Board and Youth Council members, clergy, individual and institutional donors
- Ecumenical and inter-agency organisations and alliances
- Mailing house and other suppliers
- Other Church organizations and related agencies

III. RESPONSIBILITY AND AUTHORITY:

(a) EMPLOYEE RELATIONS:

- No direct supervision of staff
- Sets work priorities based on team objectives and workplans, within established routines and procedures
- Normally works under general supervision.
- Frequent interaction with others.

(b) MONEY:

- Fiscal responsibility limited to oversight of approved project budgets and prevention of waste or equipment abuse.
- Verification and approval of expenditures and allocation to budget code



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(c) DECISION MAKING AND RECOMMENDATIONS

- Responds to inquiries that can be sensitive, including response to frequent requests for information from PWRDF donors.
- Recommends improvements to the donor relations and fundraising work of PWRDF based on constituency response and overall effectiveness and efficiency.
- Regularly deals with situations that may require cooperation and conflict resolution.

IV. JOB SPECIFICATIONS:

PREVIOUS EXPERIENCE, EDUCATION AND SKILLS REQUIRED:

- Post Secondary Degree or Diploma in a related field
- 3 years related experience and/or a combination of related education and work experience in donor relations and/or fundraising
- Strong proficiency with Customer Relationship Management databases, particularly Donor Perfect
- Strong public relations skills
- Exceptional oral and written communication skills
- Proficiency in Microsoft Office, Outlook and electronic mailing lists; able to learn new programs
- Familiar with a variety of communication technologies (web-based)
- Strong ability to plan and manage events
- General knowledge of international development issues, geography and current affairs
- Demonstrated competence in administrative functions
- Attentive to detail
- Organized and efficient with the ability to work to deadlines
- Able to listen and determine the needs of donors and respond appropriately
- Ability to problem-solve, set daily work priorities and work cooperatively in a team setting
- Familiarity with the Anglican Church of Canada including structure, organization and parish life
- Excellent inter-personal skills
- Able to handle multiple projects simultaneously

PHYSICAL AND MENTAL EFFORTS

- Tact and judgment are regularly required
- Moderate physical effort which may include occasional heavy lifting and moving materials, frequent sitting in one position for extended periods of time and frequent visual attention to detail.
- Work is performed under general supervision and involves some variety, and work often involves competing demands and interruptions.

CONDITIONS UNDER WHICH WORK IS PERFORMED

- General absence of discomforts and risks. May require occasional travel within Canada.