Title: Officer, Donor Relations and Stewardship
Reports to: Manager, Annual Giving and Donor Engagement
Work Environment: Hybrid, as per FBC's policies – 2 days in Toronto office, 3 days remote (subject to change)
Role Type: Full time, permanent
Salary Range: 57,000-68,000, dependent on experience

Position Summary:

The **Donor Relations and Stewardship Officer** is responsible for executing timely stewardship activities across the annual giving programs to strengthen donor engagement, retention, and lifetime value. This role ensures high-quality donor experience through proactive data monitoring and reporting, prompt follow-up, and personalized communications. The Officer also collaborates with other internal fundraising teams to align efforts and support the delivery of donor engagement and communications plans. Together, these activities contribute to a cohesive, data-driven approach that enhances both donor satisfaction and organizational effectiveness, and furthers our mission to bring hope to those living with blindness.

Reports to: Manager Annual Giving and Donor Engagement

Key Responsibilities:

Donor Relations and Stewardship Execution:

- Support the development and implementation of integrated, multi-channel touchpoints tailored to annual and monthly donors.
- Monitor donor attrition, renewal, and upgrade rates; support the execution of strategies to improve retention, particularly for monthly and annual donors.
- Managing day-to-day donor operations, including updating payment information, processing donor requests (e.g., cancellations or changes), ensuring accurate and timely acknowledgments and conducting communications with donors as needed.
- Ensure timely, consistent delivery of thank-you communications, impact updates, and recognition moments.
- Lead project timelines and proactively coordinate cross-functional efforts to ensure all donor stewardship and engagement deliverables are completed on schedule.

- Act as the point person for tracking and managing deadlines related to donor stewardship activities, ensuring timely execution by anticipating needs and following up with collaborators.
- Collaborate with the Annual Giving team to segment donor audiences and deliver personalized engagement based on donor personas, giving level, frequency, and giving behavior.
- Partner with Donor Managers to define and finalize personalized stewardship content, ensuring communications are delivered in accordance with FBC's stewardship matrix priorities and timelines, such as customized yearly stewardship reports, and personalized research updates, etc.
- In collaboration with Major Giving team, assist in the execution of Major Giving donor stewardship events.
- Maintain a high level of communication and customer service to donors with timely response to inquiries.

Content & Creative:

- Lead the creation of fundraising materials, including event signage and donor acknowledgment cards using Canva.
- Contribute to the writing of fundraising materials, such as thank-you cards, event posters, and social media posts.
- Work closely with marketing and communications colleagues to ensure stewardship materials are aligned with organizational messaging and brand voice.

Reporting & Analysis:

- Track, evaluate and report the effectiveness of stewardship activities and donor response.
- Maintain accurate records of all stewardship activities in the donor database (CRM), ensuring documentation is up to date and accessible.

Collaboration & Support:

- Work collaboratively with colleagues across development, major gifts, education, marketing, corporate partnerships and database management to deliver coordinated, donor-first experiences.
- Co-Lead the design and implementation of donor recognition programs for annual donors, ensuring alignment with FBC's values and tone.

Administration:

- Manage day-to-day donor engagement processes including tracking donor touchpoints, scheduling communications, maintaining stewardship calendars, and fulfilling recognition activities.
- Strong organizational skills to manage multiple priorities and apply structure to complex initiatives.

Qualifications:

- 5- 7 years of experience in fundraising, stewardship, donor relations, or nonprofit communications.
- Familiarity with Raisor's Edge; Sprout; WordPress; Mail Chimp; Canva; and Google Analytics.
- Excellent writing skills with a strong understanding of fundraising messaging.
- Experience working with CRM databases and understanding of donor segmentation principles.
- Highly organized and detail-oriented, with strong project management abilities.

To apply:

Please submit a cover letter and resume to jobs@fightingblindness.ca as soon as possible. Applications will be reviewed on a rolling basis. The posting will close when a suitable candidate is chosen or October 13th.

We thank all candidates for their interest, however, only those selected for an interview will be contacted. Fighting Blindness Canada is an equal opportunity employer and supports applicants with disabilities. Accommodations are available upon request throughout the recruitment process. Please email your request for accommodation with your application.