

Manager, Stewardship

We believe that great leaders build great cities – and to do it well requires a team of great people. Join our dynamic team at one of Canada’s leading civic engagement charitable organizations as the **Manager, Stewardship**.

Position Details:

- **Employment Type:** Full-time, permanent
- **Reports to:** VP, Philanthropy
- **Direct Reports:** N/A
- **Salary Range:** \$65,000–80,000 annually with benefits and 3 weeks paid vacation
- **Anticipated Start Date:** February 2026
- **Work Environment:** CivicAction’s work is a hybrid workplace that combines both in-office and remote work. CivicAction’s physical offices are in downtown Toronto and technology will be provided to support both in-office and remote work. This position may involve some evening and weekend work.

Position Purpose

The Manager, Stewardship plays a key role in deepening donor engagement with CivicAction and leads all aspects of stewardship and donor recognition. The Manager leads key donor relations activities, including preparing gift acceptance and acknowledgment, donor recognition, communications and reporting, donor events and experiences, and other stewardship initiatives.

Key Accountabilities:

- With support from the VP, Philanthropy, develop and implement a systemized and achievable stewardship strategy with the aim of strengthening long-term relationships with donors and community partners.
- Create timely and meaningful donor correspondence including impact reports, presentation decks, donation thank you letters, invoice letters, pledge reminders, and update emails.
- Manage all donor stewardship strategies, efforts, and matrix, ensuring equity and maintaining the highest level of donor engagement and accountability.
- Ensure stewardship plans, including recognition, benefits, and impact reporting, are compiled, communicated to all relevant parties, and documented for implementation.
- Develop, execute and maintain major gift and corporate sponsorship agreements.

- Create and maintain donor recognition lists and ensure online donor recognition is up to date and aligned with donor expectations.
- Work collaboratively with team members on the development of the annual report and stewardship events.

Qualifications and Skills

Required Education, Certification and Experience:

- Three to five years of progressive stewardship and donor relations experience in a fundraising environment.

Demonstrated Skills and Behaviours:

- Proven track record in donor stewardship project management, with ability to successfully manage relationships with sophisticated donors and all recognition deliverables.
- Exceptional interpersonal and communication skills that foster meaningful relationships with senior leaders, individual donors and corporate sponsors.
- Excellent writing, proofreading, and editing skills with strong attention to detail.
- Demonstrated experience developing compelling communications to donors, including impact reports, newsletters, and update emails that effectively communicate the organization's mission and impact and deepen engagement.
- Ability to perform effectively in a fast-paced, deadline-driven environment, delivering high-quality work while managing competing priorities and time-sensitive tasks.
- Entrepreneurial spirit, bringing authenticity, creativity, and enthusiasm to donor engagement.
- Self-directed and disciplined, with the ability to work independently, set and manage personal deadlines, and require minimal guidance once expectations are established.
- Flexibility and adaptability, with the ability to pivot quickly in response to shifting priorities.
- Strong strategic partnership skills, able to collaborate closely with the Vice President on key initiatives
- Experience with CRM databases and MS Office applications, with HubSpot familiarity considered an asset.

About CivicAction

CivicAction's purpose is to elevate civic engagement that builds livable, inclusive cities in the Greater Toronto and Hamilton Area (GTHA). For over two decades, we have been mobilizing leaders and changemakers to champion innovative solutions, to accelerate the

alignment of actions, and to invest in the leadership of tomorrow. Our high impact leadership programs open doors, minds, and opportunities for young, emerging, and under-represented leaders in the GTHA.

[Our Commitment to Inclusive Workplaces & Inclusive Recruitment](#)

CivicAction is committed to equity and inclusion in our workplace and in our recruitment processes. We encourage applicants of all gender identities and sexual orientations, ages, ethnicities, cultures, abilities, and life experiences to apply. Accommodations are available for candidates taking part in all aspects of the selection process.

AN IMPORTANT NOTE: *Research shows that women and racialized candidates often only apply to positions when they feel 100% qualified. If you're interested in this role but don't see yourself fully reflected in the requirements of the posting, we still encourage you to apply or reach out to learn more by emailing careers@civicaction.ca.*

HERE'S HOW TO APPLY:

Apply here <https://secure.collage.co/jobs/civicaction/57821> with your résumé and a cover letter in confidence by **Monday, February 16, at 11:59p.m. EST**. Applications will be reviewed on a rolling basis, so early submission is strongly encouraged. Late applications will not be accepted.

Only candidates selected for an interview will be contacted.

For more information about the organization and our work, please visit <https://www.civicaction.ca/> and <http://leadership.civicaction.ca/>.