



## GUELPH HUMANE SOCIETY

**ORGANIZATION:** The Guelph Humane Society advocates for all animals, and in particular those animals whose lives it can influence, through care, education, community support, protection, and leadership. Founded in 1893, the Guelph Humane Society provides care and shelter for approximately 3,000 homeless, stray, injured and abused animals each year in Guelph and Wellington County. GHS is a registered charitable, non-profit organization that does not receive government funding. The GHS's hiring philosophy goes beyond just filling positions – it is interested in finding people who are passionate about animal welfare, who want to make a difference in the community, all while working as part of a positive and productive team of people. Visit [www.guelphhumane.ca](http://www.guelphhumane.ca) to discover more.

**TITLE:** Donor Relations & Campaign Coordinator

**LOCATION:** 500 Wellington Street West, Guelph, ON

**HOURS OF WORK:** 40 hours/week  
Weekdays, flexibility for some evening & weekend shifts

**TYPE:** Permanent, Full-time

### JOB SUMMARY:

Under the direction of the Director of Development and working closely with the Donor Relations and Annual Giving Coordinator, the incumbent will be responsible for a wide range of day-to-day donor relations and development activities, including donor stewardship, donor recognition, database management, capital campaign assistance, as well as general administrative duties to support the overall mission of the GHS. The Donor Relations & Campaign Coordinator will provide exceptional customer service, excellent communication and organization skills, and will demonstrate a positive attitude at all times, while supporting the overall mission and values of the GHS.

### KEY RESPONSIBILITIES:

- Ensure that members of the public receive a high-level of professional, prompt and friendly service, above all else
- Participate in the development of an annual fundraising plan, and implement the plan according to the targets, and approved budget
- Participate in the development of fundraising policies and procedures, as required
- Ensure the integrity and accuracy of the development database, and compliance to CRA guidelines for donation receipts
- Assist in preparation of all written receipts and acknowledgements for gifts, donations and events
- In collaboration with the Events & Community Relations Coordinator, coordinate capital campaign associated events and special donor recognition
- Lead prospect research for major gifts and capital campaign
- Support donor recognition and stewardship plans and activities
- Collaborate in the development of campaign materials for donors

- Maintain and manage pledge database, and coordinate pledge reminders, as appropriate
- Together with the Director of Development and Donor Relations and Annual Giving Coordinator, develop queries, metrics and tracking to measure and analyze program effectiveness
- Prepare briefing notes for donor meetings
- Present at Community Events about the capital project
- Maintain excellent relationships with volunteers, partners, supporters, sponsors and donors
- Perform cash receipting and cash counts, when appropriate
- Maintain a high level of communication with all other staff and volunteers
- Receive donations from general public and accurately record donation information in the donor database
- Provide orientation, training, leadership and direction to volunteers, as appropriate
- Demonstrate a good understanding of animal welfare and effectively communicate the mission and values of the Guelph Humane Society in a positive manner
- Embrace and consistently enact organizational values of respect, caring, integrity and partnership, supported by being authentic and accountable to yourself and your team.
- Performs other duties as required and assigned.

**KEY QUALIFICATIONS:**

- Experience in fundraising and/or customer service preferred
- Demonstrated excellence in customer service and donor relations, with the ability to handle difficult clients and high stress situations
- Experience working in the not-for-profit sector, particularly Capital Campaigns preferred
- Demonstrated ability to coordinate and motivate a team of staff or volunteers
- Computer literacy required with experience with computer software (i.e. Microsoft Office) and ability to learn new software quickly (PetPoint, eTapestry). Accuracy in data entry.
- Excellent communication skills, both written and oral, with superior organizational skills
- Ability to maintain professional composure and a positive attitude
- Experience with processing cash and card payments would be an asset
- Ability to multitask in a high-paced, reactive environment
- Comfortable handling domestic animals of all types and some general knowledge of animal care/responsible pet ownership
- Comfortable with wildlife and some general knowledge of local species would be an asset
- General knowledge of animal welfare and humane society activities

If you are interested in this opportunity and have the above qualifications, please forward your resume with a covering letter by noon on **Friday, June 21<sup>st</sup>, 2019** to:

Deb Lobbezoo  
 Director of Development  
 Email: DLobbezoo@guelphhumane.ca  
 Subject line: Donor Relations and Campaign Coordinator position

We thank all applicants for your interest in the Guelph Humane Society; however only those selected for an interview will be contacted.