



RIGHT TO PLAY
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JOB POSTING – DONOR RELATIONS COORDINATOR, MONTHLY GIVING

CLOSING DATE: December 19, 2018
ORGANIZATION: Right To Play Canada
DEPARTMENT/DIVISION: Canadian National Office
WORK LOCATION: Toronto, Canada
AUTHORIZED TO WORK IN: Canada (i.e., Canadian citizen or permanent resident)

BACKGROUND:

Right To Play is a global organization committed to improving the lives of children and youth affected by conflict, disease and poverty. Established in 2000, Right To Play has pioneered a unique play-based approach to learning and development which focuses on quality education, life skills, health, gender equality, child protection and building peaceful communities. With programming in over 15 countries, Right To Play transforms the lives of more than 1.9 million children each week using play and sports, both inside and outside of the classroom. In addition to our work with children, Right To Play advocates with parents, local communities, and governments to advance the fundamental rights of all children.

Right To Play is headquartered in Toronto, Canada and has operations in North America, Europe, the Middle East, Africa and Asia.

Visit us at www.righttoplay.com.

JOB SUMMARY:

Right To Play's (RTP) Canadian National Office (CNO) is a busy hub, generating funding of \$8.5MM for RTP's programs in 2018, and providing crucial support in advancing our vision of protecting, educating and empowering children to rise above adversity through the power of play. The Donor Relations Coordinator plays an essential part by supporting the Community Engagement team in raising over \$1MM of that total.

Reporting to the Development Officer, Community Engagement, the Donor Relations Coordinator will provide fundraising and administrative support to Right To Play's rapidly growing monthly giving program. As the first point of contact for newly acquired monthly donors, the Coordinator uses their strong communication and interpersonal skills to build relationships and a strong foundation for growing this important channel for the organization.

Working in a fast-paced environment, this position requires a motivated and dedicated individual with a keen eye for detail who enjoys interacting with donors, and has a solid understanding of backend systems. Perfect for the individual with a strong aptitude for project management, superior organizational and problem solving skills, and an unmatched "can-do" attitude with the desire to take the next step in their career.



PRIMARY RESPONSIBILITIES:

Job Responsibility #1: Donor Communications (50% of time):

- Provides high-level customer service for monthly donors including; responding to day-to-day donor inquiries around updating information, reprocessing donations and cancellations.
- Maintains ongoing stewardship such as welcome calls, personalized thank you letters and monitoring and reporting on acquisition and retention KPIs to ensure plans address the areas of highest attrition.
- Initiates and manages the monthly donor journey to engage donors; working with the Development Officer and Director, Community Engagement to develop and test retention strategies.
- Implements and delivers additional ask strategies for different segments of monthly donors, including preparing scripts, collateral and supplementary materials for conversions, renewals and upgrades.
- Provides necessary support to the Community Engagement team and broader team.

Job Responsibility #2: Systems and Processes (45% of Time):

- Prepares monthly and annual reports for investors and Executive team.
- Administers payment updates and communications for monthly donors using CRM Dynamics.
- Tracks and monitors recurring payments of new monthly donors and external vendors.
- Manages day-to-day transactions and troubleshoots issues as they arise.
- Ensures data accuracy in CRM Dynamics.
- Liaises with Development Officer to make appropriate adjustments to donor records and recurring payments on CRM Dynamics.
- Creates donor journey strategies, tracks and report updates to external vendors, and reconciles invoices.
- Supports the tax receipting process to ensure information on receipts and personalized letters are accurate.

Job Responsibility #3: Performs other duties as assigned (5% of Time):

- Participates in annual planning and operational execution at the CNO
- Attends all Right To Play signature fundraising, stewardship and cultivation events



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MINIMUM QUALIFICATIONS: (Must have)

EDUCATION/TRAINING/CERTIFICATION:

- Degree or diploma from a relevant university or college program

EXPERIENCE:

- Minimum two years in a non-profit environment
- Minimum one year of office administration experience
- Experience in coordinating systems and maintaining 1000+ records in a database
- Proven track record providing donors with top quality service

COMPETENCIES / PERSONAL ATTRIBUTES:

- Ability to work well under pressure
- Possess excellent organizational and time management skills; attention to detail is imperative
- Proven ability to set priorities, complete work with minimal supervision and meet deadlines
- A hands-on team player, desire to problem solve and possess creative thinking skills
- Excellent written and verbal communications skills
- Professional approach to liaising with donors; tactful and can handle confidential information
- Exceptional interpersonal and relationship building skills; customer service oriented
- Self-motivated to drive results

KNOWLEDGE/SKILLS:

- Extensive experience working with Microsoft Office applications, and superior knowledge of Excel
- Solid understanding of fundraising software such as CRM Dynamics, Raiser's Edge or Salesforce
- Ability to manage and analyze data, look for patterns and make decisions based on that data
- Speaking and presentation over the phone

LANGUAGES:

- Fluency in oral and written English required

DESIRED QUALIFICATIONS:

- Post graduate degree or accreditation in philanthropy or fundraising
- Experience within a multi-national non-profit
- Experience with fundraising for internationally based programs
- Experience with design programs (Adobe InDesign, Photoshop, Illustrator)
- Experience with leading trainings and presentations



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Employment Start Date: January 7, 2019
Contract Duration: Full-Time
Compensation: We offer a competitive salary and benefits package including Group RRSP Plan with 3% matching contributions, gym membership, flexible work policy (e.g. work from home and flex hours) and summer/winter hours.

HOW TO APPLY:

If you are interested in applying for this position, please send your resume and cover letter to: careers@righttoplay.com and kindly include in the subject line the "Position Name" and your name. Please also indicate your salary expectations in the cover letter.

While we thank all applicants for their interest, only those selected for interviews will be contacted. Right To Play provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

We are a child-centered organization. Our recruitment and selection procedures reflect our commitment to the safety and protection of children in our programs. **The successful candidate will be required to provide a satisfactory police record check as a condition of employment.**

To learn more about who we are and what we do, please visit our website at www.righttoplay.com.