



JOB TITLE: Project Associate, Donor Relations

TYPE: Full-time, permanent

REPORTS TO: Sr. Program & Services Manager, Central

DEPARTMENT: Central Hub

LOCATION: Hybrid, located at 101-2580 Matheson Blvd E, Mississauga, ON

THE ALLIANCE CANADA

The Alliance Canada is a group of approximately 440 churches and 1600 workers across Canada that aims to be a Christ-Centred, Spirit-empowered, Mission-focused movement in everything we do. The Alliance Canada is taking steps to complete this mission by ministering to least-reached people groups around the world. We aim to challenge our church members to live on mission with God, whether that be in a Canadian suburb or in a remote mountain village in Asia. Join us as we complete God's call to tell everyone about the Good News of Jesus Christ!

The Alliance Canada is looking for a dynamic person to join our team. We offer a comprehensive compensation package including excellent benefits, an exceptional pension plan, and a generous vacation package. People and culture are paramount to us while serving the mission.

The successful applicant will express a clear personal commitment to the statement of faith, mission, and values of The Alliance Canada.

POSTURE AND VALUES

We pursue a Christ-like posture in all our practices and work. Our values reflect this as we seek to be Spirit-led and expectant, surrendering our plans to God knowing he will exceed our expectations. We work with focus and flexibility, ready to adjust our priorities as needed and encouraging curiosity and innovation. Our posture is one of authenticity, accountability, service, and gratitude, being present and invested in each situation.

The Alliance Canada firmly believes that accomplishing its mission to multiply disciples everywhere requires a regional (district) approach in Canada. We are focused on promoting alignment and providing coaching, strategy, and resources to facilitate implementation at the district level. We are committed to supporting shared outcomes in a region, even if it requires putting aside individual plans and preferences.

JOB OVERVIEW

The Project Associate, Donor Relations is a champion of gratitude, operating as the main point of contact for donor support and relations, including inquiries, follow-up, and troubleshooting. They will demonstrate exceptional customer service to all clients, guests, and donors of The Alliance Canada, serving as the front desk attendant, ensuring all are welcomed, listened to, and responded to in a timely and professional manner.

KEY ROLE RESPONSIBILITIES

Donor Relations:

- Monitors the donor services email accounts.
- Respond to general inquiries from the constituency concerning giving initiatives.
- Update donor email addresses, postal addresses, credit cards, etc. in the appropriate systems.
- Follow up on declined credit card donations.
- Acknowledgements:
 - Monitor all acknowledgement pipelines, ensuring donors are thanked and responded to in a timely manner.
 - Keep donor acknowledgements fresh and current.
 - Continually look for ways to improve donor acknowledgement pipelines.
 - Mail acknowledgements for cheque & cash donations (those without email)
 - Send acknowledgement for first time pre-authorized payment donors
- Process and troubleshoot Stripe donation issues.
- Process in kind share donations and send acknowledgements.
- Contact donors to redirect funds when an IW concludes.
- Legacy month
- Troubleshoot unresolved donations; contact donors as needed.
- Receive estate donation paperwork and process through appropriate channels; send acknowledgements.
- Life insurance donations tracking and acknowledgements.
- Tax receipts – mails out receipts with no emails, deals with returned mail and email bounce backs.
- Data entry
- Filing, maintaining and culling departmental documents
- Keep procedures updated for tasks such as estates, insurance, legacy, etc.
- Other duties as assigned by the manager.

Front Desk:

- Provide exceptional customer service to all in-person and call-in guests, responding to them in a timely and professional manner.
- Greet guests when they arrive at the National Ministry Centre, making them feel welcome, exemplifying The Alliance Canada's culture and values.
- Greet vendors and connect them with the right staff member.
- Answer and transfer incoming phone calls.
- Check voicemails and forward to appropriate staff member.
- Manage incoming mail.
- Receive packages and notify the right staff member.
- Manage sign out book for guest fobs.
- Manage, clean, and organize the front desk.
- Other duties as assigned by the manager.

WORK EXPERIENCE & SKILL REQUIREMENTS

- At least 1 full year experience working as a receptionist or in donor relations.
- Exceptional customer service skills and phone/email communication skills. A polite, friendly, and professional demeanor, knowing how to put the customer first and make them feel valued.
- Work experience with knowledge and practical understanding of key fundraising techniques, such as direct dialogue, mail, telephone, web, and database.
- Strong analytical skills, and the ability to analyze data and information.
- Knowledgeable in payment management systems.
Competent in MS Office Suite.
- Must be proficient in speaking and writing clearly in the English language.

EDUCATION REQUIREMENTS

- Post secondary education with a focus on fundraising education would be an asset.

CONTACT INFORMATION

Please send your cover letter and CV to the HR manager at hrmanager@cmacan.org

NOTICE OF ACCOMMODATION:

The Alliance Canada has an accommodation process in place and provides accommodations for employees with disabilities.

Please call 416- 674-7878 Ext.# 348 or by e-mail at hrmanager@cmacan.org so that arrangements can be made for the appropriate accommodations to be in place if you are invited to interview.