



*Championing health and human rights with community-based partners to respond to the AIDS pandemic in sub-Saharan Africa.*

[www.stephenlewisfoundation.org](http://www.stephenlewisfoundation.org)

## **DONOR CARE OFFICER**

STATUS: Full-Time, Permanent

SALARY: \$56,483

LOCATION: Toronto, ON (Hybrid)

APPLICATION DEADLINE: November 16, 2022

### **WHO WE ARE**

The Stephen Lewis Foundation (SLF) is a dynamic, collaborative, feminist organization with an unwavering commitment to supporting grassroots organizations across Africa in countries hardest hit by the AIDS pandemic. The work unfolding in these communities is ground-breaking, as lives are rebuilt, rights are reclaimed and resilience re-forged. We are passionately committed to our partnerships and this model of working is infused into the fabric of our day-to-day work.

The Stephen Lewis Foundation partners with community-based organizations which are turning the tide of the HIV and AIDS pandemic in sub-Saharan Africa by providing care and support to women, children, grandmothers, LGBTIQ communities, and people living with HIV and AIDS. Since 2003, the SLF has funded over 2100 initiatives, partnering with more than 335 community-based organizations.

### **WHAT YOU WILL DO**

Reporting to the Manager, Donor Care, the Donor Care Officer is an integral part of the Donor Care team that is responsible for ensuring the delivery of an exceptional donor experience at every point of contact, and embodies the mission, vision and values of the Foundation. With the guidance of the Manager, Donor Care, the Donor Care Officer responds to donor inquiries and is responsible for all aspects of the data entry processing of gifts to Raiser's Edge, adhering to current processes and ensuring data entry and gift acknowledgement occur within the Foundation's established timelines. The Donor Care Officer is also responsible for maintaining and updating accurate donor information in Raiser's Edge for optimal data integrity.

- ✓ Perform donations processing in a timely manner with a clear understanding of the related impact on campaign analysis, revenue reporting and stewardship
- ✓ Perform batch coding, data entry (cheques, EFT, AKA, etc.), and committing batches to Donor Care team during revenue transfer to ensure deadlines are met
- ✓ Prepare all donations received through the mail each day for bank deposit, and process all one-time credit card donations received by phone or mail

- ✓ Issue income tax receipts and acknowledgement letters for donations receipted in-house
- ✓ Deliver exceptional service to donors by answering donor inquiries and concerns by phone, email and mail
- ✓ Be well informed of new developments related to Fund Development Campaigns and Donor Communications, HIV and AIDS and SLF partners, to continually provide opportunities for proactive donor engagement and stewardship.
- ✓ Ensure that a high standard of donor service is maintained by utilizing all resources, templates and tools as provided by the Manager, Donor Care for tax receipting, donation acknowledgement, and information dissemination
- ✓ Maintain accuracy and consistency in adding/updating donor records including address, recognition preferences, communications/appeals and gift information for all constituents
- ✓ Provide backup to other Donor Care team members as needed to ensure processes, timelines and commitments continue to be met during absences, vacations etc.
- ✓ Other duties as assigned

## WHAT WE LOOK FOR

- ✓ 1 to 2 years of experience working in data entry, customer service or stewardship
- ✓ Previous experience working in Raiser's Edge, AKA or other similar CRM
- ✓ Strong interpersonal skills
- ✓ Ability to take initiative, multitask and prioritize to ensure deliverables and deadlines are met or exceeded
- ✓ Professional demeanor including strong sense of personal integrity and ability to maintain confidentiality
- ✓ Excellent written and verbal communication skills
- ✓ High degree of accuracy and attention to detail
- ✓ Proven ability to solve problems independently
- ✓ Personal commitment to the values of feminism, anti-racism, anti-colonialism, social justice, solidarity, and gender equality

## WHAT WE OFFER

- ✓ 4 weeks vacation, sick and personal days
- ✓ Comprehensive benefits package (health, dental, vision)
- ✓ Competitive wages; The SLF is certified by the [Ontario Living Wage Network](#)
- ✓ Hybrid remote work schedule and flexible hours to promote employee wellbeing
- ✓ Top-up for maternity/parental leave and sick leave

## HOW TO APPLY

Submit your résumé and cover letter to [careers@stephenlewisfoundation.org](mailto:careers@stephenlewisfoundation.org), indicating "Donor Care Officer" in the email subject line. While we thank all applicants for their interest, only those selected for an interview will be contacted.

The Stephen Lewis Foundation requires all new hires to be fully vaccinated against COVID-19. Applicants who receive an employment offer will be required to provide proof of vaccination as a condition of employment or have a valid medical or other Human Rights Code-related exemption.

The Stephen Lewis Foundation promotes feminist and anti-oppression principles and is committed to diversity and inclusion. We welcome applications from racialized persons/persons of colour, women, Indigenous peoples, persons with disabilities, LGBTQ2S+ persons and people with lived experience of HIV and AIDS.

The Stephen Lewis Foundation is an equal opportunity employer.