

## **JOB DESCRIPTION**

### **Donor Experience Specialist**

**Reports to:** Executive Director

**Work Location:** 380 9<sup>th</sup> Street East Owen Sound ON N4K 1P1

**Work Hours:** Monday Friday, 8:30 a.m. – 4:30 p.m., required to work outside of business hours on occasion

#### **Primary function**

The Donor Experience Specialist is instrumental in inspiring our community to support United Way through strategic, meaningful events, volunteer experiences and engagement opportunities. Working in co-operation with the Development, Communications, and Community Impact teams, this cross-functional position manages a portfolio of fundraising programs and events designed to engage, inspire and mobilize volunteers/donors to action.

#### **Responsibilities and Activities**

- Strategically builds and maintains volunteer/donor relationships to develop affinity to United Way and its mission
- Develops and manages meaningful events and experiences
- Supports partnerships that have similar goals for volunteer and community engagement
- Contributes to learning, research and evaluation initiatives
- Supports all United Way business units to strengthen organizational capacity to achieve greater community impact
- Creates, maintains and responds on all social media platforms

#### **Specific Responsibilities**

##### Strategically builds and maintains volunteer/donor relationships to develop affinity to United Way and its mission

- Recruits, trains and engages volunteers/donors to create community impact in an identified area(s)
- Establishes regular communication with past and current volunteers to ensure information sharing and engagement
- Uses innovative strategies to engage volunteers in social issues in our community

##### Develop and manage meaningful events

- Manage the development, implementation, monitoring and evaluation of all activities related to select special events
- Manage event budgets including actual and forecasted
- Develop, prepare and deliver sponsorship proposals and reports for our corporate partners
- Assist in the identification, design and implementation of new fundraising opportunities to increase revenue for new initiatives
- Represent the organization at special events and public speaking engagements

Supports partnerships that have shared outcomes for volunteer and community engagement

- Leads, links and leverages through involvement in strategic community initiatives
- Facilitates conversations with funded agencies to build their capacity around community impact
- Convenes community partners to ensure transparency of United Way
- Collaborates and participates in initiatives involving multiple stakeholders

Contributes to learning, research and evaluation initiatives

- Establishes and implements outcome evaluation to measure the impact of programs and activities
- Monitors, review and provides recommendations regarding programs and activities
- Identifies best practices through research to inform program and collaborative work
- Participates in the creation and implementation of strategic plans and departmental plans

Supports all United Way business units to strengthen organizational capacity to achieve greater community impact

- Provides advice, expertise, and support to other units regarding assigned agencies, community initiatives and strategies, and special projects
- Assists Development team to design products for donors
- Provide content for donor engagement materials and events to Communications team
- Works closely with team members to implement innovative events and engagement strategies for volunteers

**Education and Experience**

- University degree or college diploma or equivalent combination of education and experience in related field is an asset
- Minimum three years related experience
- Proven experience and skill in building relationships in the community and with multiple stakeholders
- Ability to work effectively as part of a team and independently
- Proven experience working with volunteers
- Proven event management experience
- Strong oral and written communication skills
- Ability to adapt and find creative solutions in a changing work environment with multiple deadlines and pressures
- Proven ability to work collaboratively with multiple stakeholders groups from different sectors and different cultural contexts
- Strong oral and written communication skills
- Advanced knowledge of Microsoft Office programs; adept social media user
- Knowledge of content related to communities, populations, and issues specific to assigned portfolio(s)
- Must be in possession of a valid Ontario driver's license and access to a motor vehicle

Apply in person at the United Way of Bruce Grey 380 9<sup>th</sup> Street East Owen Sound, office Monday to Friday 8:30 am to 4:00 pm. By email [execdir@unitedwaybg.com](mailto:execdir@unitedwaybg.com)

Posting closes July 27<sup>th</sup> 2018