



POSITION TITLE: Donor and Customer Experience Supervisor

Reports To: Director of Development

Supervises: Reception Staff in Kitchener and Stratford

Under the direction of the Director of Development and working closely with the Senior Development Officer, Animal Services Manager, staff and community partners, the Donor and Customer Experience Supervisor will manage day-to-day operations of the reception teams in Kitchener and Stratford, alongside managing donor stewardship and community giving.

PRINCIPAL ACCOUNTABILITIES:

- Supervision and management of the reception teams in Kitchener and Stratford, including:
 - Scheduling and managing staffing needs in both Centres
 - Reviewing work processes and supporting the teams where needed
 - Managing reception processes tied to animal care, animal services and clinic services to maintain high levels of quality customer service
 - Assist the teams with donation intake processes, including in-person recognition and stewardship
 - Collaborating with other Humane Society teams for how the reception team can support
- Co-ordination of all aspects of donor management and recognition, including:
 - Collaborating with the Development and MarCom Teams to ensure timelines for recognition and stewardship initiatives and events are met and donor deliverables are produced, reviewed and approved.
 - Working with the Senior Development Officer, track donor pipeline and moves management inside of Raiser's Edge and support recognition efforts, records management, inputting of donor data, and generating queries and reports
 - Alongside other members of the Development team, develop criteria, generate, compile, assess and reconcile lists Raiser's Edge for events, donor walls, mailings, invitation lists, thank you calls and other recognition initiatives.
 - Conduct prospect research of current and net new donors
 - Conduct thank you calls and emails and setting meetings with donors for the Development team
 - Working with the Development team to manage the monthly donor program and work closely with the finance team for database and payment updates and stewardship and communications

- Support the planning and execution of select donor relations led events, as needed.
- Prepare correspondence and other administrative support duties as required.
- Support the Database Coordinator with managing incoming donations and receiving during peak donation seasons and vacations

In addition to the duties listed above, the Centre expects the following of each Full and Part Time staff member: adhere to The Humane Society policies and procedures; works in a safe manner; acts as a role model within and outside the Centre; seeks out opportunities for continuous professional development; performs duties as workload necessitates; maintains a positive and respectful attitude; communicates regularly with supervisor about department issues; demonstrates efficient time management and prioritizes workload; consistently reports to work on time prepared to perform duties of the position; meets department productivity standards; participates in The Humane Society events as needed or required; and, completes other duties as assigned.

POSITION REQUIREMENTS:

A weekly commitment of 40 hours a week, including occasional evenings and/or weekends.

The ability to work in both the Kitchener and Stratford Centre locations, with the expectation being a minimum of one day per week working in the Stratford Centre.

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities for this position. The Donor and Customer Experience Supervisor must have the following attributes and skills, among others:

- Post-secondary education in fundraising, management (or other related disciplines) or equivalent of education and experience, preferred
- Experience in fundraising and/or donor relations, preferred
- 2-3 years experience working with a database management system
- 2-3 years experience overseeing customer service related teams
- Demonstrated relationship building skills
- Excellent communication skills, both written and oral
- Strong organizational skills and able to manage tasks in a courteous, timely manner;
- May be required to work evenings and weekends
- Time management skills as incumbent will be required to work from both centres;
- Be a proactive, detail-oriented, committed member of the Development team
- Ability to communicate effectively (verbal and written) in concise, creative, and persuasive manner with internal and external stakeholders
- Accountable for a high degree of accuracy, attention to detail, and a meticulous approach to work and exceptional follow through
- Ability to work under pressure utilizing excellent project management, prioritization and time-management skills are required to manage multiple on-going projects simultaneously

- Excellent computer skills including MS Office applications experience, especially Word, Excel, and PowerPoint
- Valid Ontario driver's license and access to a reliable vehicle.
- As part of our hiring process, the successful candidate must provide a satisfactory police background check

WORKING CONDITIONS:

- Interacts with community.
- Public speaking in different areas and venues.
- Manual dexterity required to use desktop computer and peripherals.
- Intermittent physical activity including walking, standing, sitting, lifting, and supporting animals.