



## **Donor and Customer Experience Supervisor**

The Humane Society of Kitchener Waterloo & Stratford Perth is seeking a passionate and skilled **Donor and Customer Experience Supervisor** to lead our reception teams in both Kitchener and Stratford Centres. In this dynamic role, you will manage the day-to-day operations of our reception areas, ensuring an exceptional experience for both our clients and donors. Working closely with the Director of Development, Senior Development Officer, and other Humane Society teams, you will contribute to the strategic success of our donor stewardship and community giving initiatives.

### **What you will be doing:**

- Manage and support reception teams in both centres, including scheduling, staffing, and maintaining high-quality customer service.
- Ensure effective reception processes for animal care, clinic services, and donation intake.
- Work collaboratively with internal teams to enhance reception support and streamline processes.
- Collaborate with Development and MarCom teams to maintain donor recognition and stewardship timelines.
- Assist in tracking donor pipelines and managing donor data in Raiser's Edge.
- Conduct prospect research, thank-you calls, and set donor meetings with the Development team.
- Support the monthly donor program, liaise with the finance team, and ensure accurate record-keeping.
- Contribute to donor relations events, including planning and execution as needed.
- Prepare correspondence and provide administrative support.
- Support the Database Coordinator with donations and receipting during peak times

### **Who You are:**

- You have Post-secondary education in fundraising, management, or related field, or equivalent experience.
- You have 2-3 years of experience with database management systems (Raiser's Edge preferred) and customer service team supervision.
- You possess strong relationship-building and communication skills, with attention to detail and high standards of accuracy.
- You are proficient in MS Office applications (Word, Excel, PowerPoint).
- You have a valid Ontario driver's license and access to a reliable vehicle.
- You can provide a satisfactory police background check as part of the hiring process.

**Working Conditions:**

- Frequent community interaction, including occasional public speaking.
- Physical activity, including walking, standing, and lifting, as required.
- Ability to work at both the Kitchener and Stratford Centres, with a minimum of one day per week in Stratford.
- Fast-paced environment with regular exposure to animals.

**The Perks:**

- Annual Salary of \$40,000- \$49,500
- Flexible work schedule
- Comprehensive Health & Dental benefits
- Company RRSP Matching
- Employee Assistance Program
- Access to staff pet food program (discounted retail prices)
- Access to staff veterinary services program
- An environment always filled with adorable animals

If this role is calling your name, we look forward to hearing from you! Please forward your resume and cover letter to **hr@kwsphumane.ca**

The full job description is available at <https://kwsphumane.ca/careers>.

The Humane Society warmly welcomes applications from people of all backgrounds and groups. We are committed to a culture of inclusivity and collaboration that celebrates diverse perspectives and voices.

We thank all candidates for their applications; however only those selected for an interview will be contacted.