



POSITION DESCRIPTION

POSITION TITLE: Supervisor, Donor & Customer Experience

REPORTS TO: Director, Development or Designate

SUPERVISES: Reception/Dispatch 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:

- In collaboration with the Senior Development Officer and Director of Development, co-ordination of the Humane Society's donor management and recognition, including:
 - Collaborating with the Development and Marketing Teams to ensure recognition and stewardship requirements are met and donor deliverables are followed through on.
 - Tracking donor pipelines and moves management and support recognition efforts, records management, inputting of donor data, generating reports and donor lists, and assisting with strategic planning for the Development Team.
 - Assist with conducting prospect research of current and new donors.
 - Conduct thank you calls, emails, and setting meetings with donors.
 - Be the primary point of contact for the monthly donor program and work closely with the Development and Finance Teams for database updates and communications.
 - Support the planning and execution of events, as needed.
 - Prepare correspondence and other administrative support duties as required.
 - Support the Database Coordinator with managing incoming donations and receipting during peak donation seasons and vacations.
- Supervision of the reception/dispatch teams in Kitchener and Stratford, including:
 - Scheduling and managing staffing needs in both Centres
 - Reviewing work processes and supporting the teams where needed
 - Supervising front desk processes tied to donor relations, community giving, 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, etc.

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:

The role is structured with approximately 60% of time dedicated to Development and Donor Relations activities, and 40% focused on Customer Service, including oversight of reception team operations. This allocation may be adjusted slightly in response to evolving organizational priorities.

This role requires working in both the Kitchener and Stratford Centre locations, with the expectation time is spent in both Centres on a weekly basis.

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 or equivalent of education and experience in a related field preferred
- Experience in fundraising and/or donor relations (preferred, or willing to receive training)
- 2-3 years experience overseeing customer service related teams
- Experience with a database management system preferred
- Demonstrated relationship building skills
- Excellent communication skills, both written and oral
- Strong organizational skills and able to manage tasks in a courteous, timely manner;
- Be proactive and a self starter
- Accountable for a high degree of accuracy and attention to detail
- Able to utilize excellent project management and prioritization skills
- Excellent computer skills including MS Office applications, especially Word, Excel, and PPT
- Valid Ontario driver's license and access to a reliable vehicle
- Successful completion of a police check
- Must be legally eligible to work in Canada

WORKING CONDITIONS:

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