



## Donor Relations Coordinator

At Tearfund Canada, we believe everyone should have the opportunity to live a life free from poverty and full of hope and purpose. We believe that poverty is more than physical; it is spiritual. As a Christian Relief and Development agency, our work focuses on restoring four broken relationships at the root of poverty and to bring restoration to those living in poverty and need.

Working alongside local churches and trusted partners around the world, we support communities as they pursue lasting change. None of this would be possible without the generosity and faithfulness of our donors.

That's where **you** come in.

### The Opportunity

We are looking for a **Donor Relations Coordinator** who loves working with people, enjoys staying organized, and finds joy in helping donors feel appreciated and connected to the impact of their generosity.

In this role, you'll be a key part of ensuring our donors have a positive and meaningful experience with Tearfund Canada—from the moment they make a gift to the ongoing journey of engagement and stewardship.

You'll also play an important role behind the scenes, making sure donations are processed accurately, donor records are well maintained, and our team has the information they need to build strong relationships with supporters.

If you enjoy working with details **and** people, this role might be a great fit.

### Position Profile

<b>Position</b>	<b>Donor Relations Coordinator</b>
Reports to:	Director of Philanthropy
Location:	Hybrid- GTA (3 days in office/2 days remote)
Position Type:	Full-time
Start date:	Spring 2026

### The Kind of Person Who Thrives Here

You might be a great fit if you:

1. Care deeply about people and enjoy helping others
2. Enjoy integrating your Christian faith into your daily work
3. Love bringing order to systems and data
4. Find satisfaction in doing small things well and consistently
5. Appreciate the role generosity plays in creating meaningful change
6. Want your work to contribute to something bigger than yourself

### What We Offer

- Competitive salary based on experience
- Comprehensive benefits package
- 5% RRSP matching program
- Hybrid work environment
- A collaborative and mission-driven team



## Overview of Activities

### Supporting and Serving Our Donors

You'll often be the first person donors connect with, so you'll help create a welcoming and positive experience by:

- Responding to donor questions and requests with warmth and professionalism
- Processing donations accurately and in a timely manner (bank deposits, EFTs, transfers, batches etc.)
- Preparing thank-you letters and ensuring donors feel genuinely appreciated
- Issuing tax receipts and helping with annual receipting
- Assisting with donor recognition and stewardship initiatives

### Keeping Our Donor Data Strong and Organized

Our donor database helps us steward relationships well. In this role you will:

- Maintain accurate donor records in our CRM (Customer Relationship Management tool) currently RE NXT and soon to be DonorPerfect
- Ensure gifts are coded correctly and meet CRA guidelines
- Prepare weekly and monthly donation reports for the finance department
- Work closely with the finance team to compile donor information
- Conduct occasional data clean-ups to keep the database healthy
- Generate lists and reports to support fundraising campaigns and communications

### Supporting the Philanthropy Team

You'll also help support the work of the fundraising team by:

- Assisting with donor communications and mailouts
- Helping coordinate donor events, discovery tours, and partner visits
- Supporting travel logistics and scheduling when needed
- Recording donor interactions in the CRM to help the team stay connected with supporters

### Helping the Office Run Smoothly

You will be the first contact and coordinator of general office tasks such as:

- Managing incoming and outgoing mail and donor correspondence
- Monitoring supplies and other general office needs
- Answering general phone and email inquiries
- Supporting special projects and office initiatives when needed
- Coordinating and communicating with the landlord

## Qualifications

You don't need to check every box, but strong candidates will bring many of these qualities:

- Experience working with a **Customer Relationship Management (CRM) or donor database** (Raiser's Edge or DonorPerfect is a plus)
- Must be computer savvy as Tearfund is cloud-based
- Takes initiative and enjoys problem solving
- Strong attention to detail and accuracy
- Great communication including customer service and relationship building skills
- Comfort using **Google Workspace and Microsoft Office**
- Ability to manage multiple tasks and stay organized
- A positive, team-oriented mindset

## Application

If this role sounds like something you'd enjoy, we'd love to hear from you. Please submit your **resume and cover letter** outlining your interest in the role and **your alignment with the Values, Mission, and Vision of Tearfund Canada** to [hr@tearfund.ca](mailto:hr@tearfund.ca). Submit by the end of day on April 6, 2026.