



Donor Initiatives Officer

Do you want to empower donors to have global impact in their philanthropy? Are you a big-picture thinker who enjoys tackling complex interconnected problems? Are you the type of teammate who takes initiative in the face of uncertainty, to set the tone and get everyone organized? Do you have impeccable attention to detail, and take pride in both the accuracy and efficiency of your work? We are looking for an exceptional individual to form the strategic and administrative backbone for our growing fundraising and stewardship activities.

The Position: Donor Initiatives Officer

Reports to: Director, Public Engagement & Donor Initiatives

Type: Full Time, permanent position

Location: The position is based in Calgary, Alberta, Canada

Compensation: Salary will be discussed in the personal interview. Please include salary expectations in your cover letter

Position Start Date: As soon as possible

Application Due Date: Applications will be reviewed on a continuous basis until the position is filled. Only resumes of applicants who are legally permitted to work in Canada will be reviewed.

Position Summary

The Donor Initiatives Officer is part of CAWST's Public Engagement and Donor Initiatives (PEDI) team, working most closely with the Campaign Manager on the improvement of systems and processes in support of our major gifts fundraising.

In this position, you will directly support our fundraising through accurate and timely administration of CAWST's fundraising database and core stewardship activities. You will evaluate the status of our database and record management practices, and work closely with colleagues to implement improvements required. The ideal candidate brings experience working with a fundraising CRM, demonstrates a strong commitment to maintaining data integrity, and understands the importance of excellence in customer service for donors.

This is a demanding role that will require designing and running a number of queries, mailings, exports, and reports in support of CAWST's relationship building with donors, prospects, and other stakeholders. You will be accountable for the integrity of donor information in the database and will implement data-entry protocols and periodic audits to ensure data accuracy. You will administer all aspects of donation processing, including responsibility for entering donations, issuing tax and acknowledgement receipts, and reporting into the Business Services unit to ensure the proper financial reconciliation and tracking of all donations.



Specific Areas of Responsibility

1. Donation Processing (15%)

- Processes all donations promptly and to CAWST's standards, including daily or weekly donor database entry from various donation platforms
- Generates tax receipts and acknowledgement receipts on a weekly basis
- Liaises with Business Services to ensure timely transfer and sale of gifts of securities
- Ensures all public-facing donation platforms have current information, and periodically coordinates with our Public Engagement Officers to update information

2. Stewardship (40%)

- Develops, implements, and manages our overall thank you correspondence strategies, orchestrating appropriate touch-points for donors of different sizes and relationships, including prompting appropriate calls and emails
- Orchestrates how different categories of donors are integrated into our broader organizational communications, such as e-newsletters and our Gift of Water campaign
- Proactively manages credit card expiry for recurring donations
- Generates donor pledge reminders on a monthly basis
- Manages donor-facing email inbox and phone lines, responding to all inquiries
- Supports individual stewardship reporting with accurate donor information
- Ensures accurate and consistent tracking of donor recognition and mailing preferences
- Provides strategic and administrative support in donor stewardship (including preparing Briefing Notes and compiling basic donor research)

3. Reporting (25%)

- Designs and generates annual, monthly, and weekly reports for financial status, prospect management, donor communications, and stewardship activities
- Creates ad hoc reports, donor listings, and mail/invitation lists as required
- Analyzes donor trends and makes recommendations on adapting strategies to improve donor retention and donor lifetime value

4. Record Management (20%)

- Develops, implements, and enforces policies and procedures for donor record management, including CRM, digital records, and physical filing
- Creates constituent records for new donors and prospects, and enters updates to existing donors' contact and profile information as required
- Undertakes a systematic review of existing database records to identify and correct duplicate records and data inconsistencies, and performs regular donor data audit procedures to ensure data integrity
- Works with fundraising team to ensure the timely and accurate entry of donor actions
- Monitors and manages tracking of donor stewardship preference data (mailing preferences, proper recognition names, anonymity preferences)



Education

- A bachelor's degree in a related discipline

Experience

Ideal candidates have donor database administration experience (2-5 years), with direct responsibility for donation processing and report generation.

Skills & Attributes / Qualifications

- Excellent computer skills, with intermediate to advanced proficiency in Microsoft Word, Excel and Outlook, in particular Excel
- Strong interpersonal skills and the ability to work as a team player
- Highly organized and detail oriented, with an ability to evaluate and respond to changing priorities
- Ability to handle highly confidential information in a discreet and diplomatic manner
- Excellent written and oral communications skills
- Ability to take initiative and work independently
- Strong problem-solving skills
- Knowledge of and experience in fundraising, donor relations and prospect management

Compensation

Will be discussed in personal interview. Please include salary expectations in your cover letter.

To Apply

Please send your cover letter, resume, and attached questionnaire [via our LinkedIn page](#). The position will be open until filled. No phone calls please. Only those candidates able to work in Canada will be reviewed; and only those granted an interview will be contacted.

Questionnaire

Please be as specific as possible and try to keep each answer under half a page.

1. What has motivated you to consider working at CAWST in this position?
2. When sending a donor a thank you letter, what are the most important considerations?
3. Describe your experience and role in working with a donor database. What strategies do you feel are most important for maintaining the accuracy and currency of donor information?
4. How does this position relate to your long-term career goals and aspirations?

About CAWST (Centre for Affordable Water and Sanitation Technology)



CAWST is a Canadian charity that focuses on the principle that safe water and basic sanitation are fundamentals necessary to empower the world's poorest people and break the cycle of poverty. CAWST transfers knowledge and skills to organizations and individuals in low- and middle-income countries through education, training, and consulting services. Since 2001, CAWST's global client network, including governments, community-based charitable organizations, local enterprises, international development agencies, and educational institutions, has helped 14.9 million people get better water or sanitation.

- Our vision is a world where people have the opportunity to succeed because their basic water and sanitation needs have been met.
- Our mission is to provide technical training and consulting, and to act as a centre of expertise in water and sanitation for the poor in developing countries.

Our office is located in Calgary, Alberta, Canada and is easily accessible by transit. We offer competitive salaries and benefits packages for our employees. We employ people based on education, ability, knowledge, experience, and suitability to the position, without regard to personal characteristics such as race, religion, sexual orientation or gender.

Context for Donor Initiatives Officer

In support of our vision and mission, CAWST is increasing awareness of our cause and work within Canada, building our base of Canadian supporters to expand our impact. Breaking the water-poverty cycle saves lives, improves health, and empowers with the opportunity to learn and go to school.

In this role, you will be part of a multi-year public engagement and fundraising initiative to create a step-change in awareness and engagement in CAWST and our mission. We view public engagement and fundraising as a long-term, ongoing activity that needs to be adaptive to fast-changing communication tools and channels. By focusing on engaging Canadian philanthropists, we intend to build our fiscal resilience and sustainability. We have strong in-house public engagement and fundraising capability and are further building it – with you on board.