

Stewardship & Engagement Officer **Position Description**

Position Title: Stewardship & Engagement Officer

Reports To: Director of Fund Development

Status: 1.0 FTE

Position Summary:

The Stewardship & Engagement Officer will manage aspects of fund development and donor stewardship, including recognition and appreciation initiatives, relationship tracking, promotion of our mission, and volunteer initiatives. He/she works within the guidelines, policies and mission of the organization and is accountable and responsible for specific projects as assigned.

The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

Primary Duties and Responsibilities

- Develop standardized stewardship checklists and processes, and manage their implementation
- Create and deliver exceptional donor experiences
- Generate timely acknowledgement of gifts
- Analyze donor trends and adapt strategies to improve donor retention
- Monitor and manage tracking of donor stewardship preference data
- Meet regularly with Hospice Calgary program staff to identify key areas of interest to donors
- Support the strategic direction developed by the organization
- Develop and lead a volunteer stewardship program
- Produce accurate donor financial reports for both internal and external use
- Represent Hospice Calgary at public events as needed
- Assist with Hospice Calgary special events as needed
- Participate in Hospice Calgary's Marketing and Fund Development Committee

Qualifications & Competencies

- Bachelor's Degree in a related field with 2-5 years' experience is required. Equivalent experience will be considered.
- Previous non-profit experience is required
- Clear Criminal Record Check and Child Intervention Check required
- Prior experience using a donor CRM required, preferably Raiser's Edge
- Prior experience with public speaking required
- Strong interpersonal skills and demonstrated ability to work well in teams
- High level research, analysis, writing, and presentation skills
- Outstanding oral and written communication skills; advanced skills in Microsoft Office and Adobe Creative Suite

Working Conditions

- A standard work week is usually required
- Evening and weekend work is required on occasion
- Ability to lift and carry up to 15 pounds
- Some travel required within Calgary city limits