

## JOB DESCRIPTION

### DEVELOPMENT COORDINATOR, STEWARDSHIP & RECOGNITION

**Reports to:** Manager, Stewardship & Recognition

**Working Conditions:** Full-time, Monday-Friday, with occasional evening and weekend work. This position is remote and may be based anywhere in Canada. Occasional travel within Canada may be required.

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#### POSITION SUMMARY:

The Development Coordinator, Stewardship & Recognition provides exceptional organizational support in the areas of corporate partnership development, fund development, foodraising, and philanthropic gifts. The Development Coordinator, Stewardship & Recognition coordinates and supports activities to ensure successful implementation of Food Banks Canada's mandate. These activities include (but are not limited to) impact reporting, coordination of recognition assets and partner contract deliverables, and communication to donor groups including other donor stewardship activities. This position maintains a positive image of Food Banks Canada with its network, stakeholders, and the public.

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#### RESPONSIBILITIES:

- Support donor stewardship activities, including thank you letters, stewardship impact reports, and liaising with internal departments to deliver on various contractual donor recognition elements, including, but not limited to social media, ads, blogs, press releases, scripts, and videos
- Support the development of donor recognition assets and the execution of activities, including, but not limited to, the annual report, partner and program impact reports, conference events, and website
- Support the Development team with ad-hoc asset requests for partner campaigns
- Assist the partnership leads with the coordination and collection of required materials (logos, stories, images, video, swag, etc.) from both internal and external stakeholders
- Liaise with internal teams and external vendors to facilitate the development and execution of partner-specific digital assets, including videos
- Maintain Food Bank Canada's corporate partner asset library
- Support donor stewardship by drafting and deploying communications, and other coordinating duties (including list management)
- Work to enhance and update assets required to maximize and renew partnerships and sponsorships, as planned for and directed by the Manager, Stewardship & Recognition
- Assist with tracking and identifying partner milestones and executing stewardship and recognition program plans and awards
- Update mailing lists and databases based on direction and information provided by account leads
- Support the Development team requests as assigned (requests might include development of correspondence, finalizing letters, pulling together meeting packages, volunteer opportunities, external meeting logistics, and clerical)
- Other duties as assigned

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#### CORE COMPETENCIES:

**1. Relationship Building & Collaboration:** *Builds effective relationships and cooperates with internal and external stakeholders to strengthen Food Banks Canada's culture, support diversity and inclusion in the workplace, and achieve shared goals.*

**Behavioural Indicators:**

- Treats others professionally and respectfully
- Develops rapport and works well with immediate teammates
- Shares information with teammates to facilitate effective working relationships
- Utilizes self-awareness and self-regulation to identify and manage own emotions
- Interacts with others with kindness and empathy
- Demonstrates openness to receiving feedback from others, including critical feedback
- Demonstrates cultural sensitivity and a commitment to diversity and inclusion within the organization

**2. Commitment to Results:** *Demonstrates commitment to Food Banks Canada's mission and purpose, uses effective planning to determine the steps needed to achieve results, and is accountable to following those steps to reach goals.*

**Behavioural Indicators:**

- Completes job-specific duties to the expected standard
- Demonstrates motivation to achieve outcomes and goals that have been set for them
- Follows the steps needed to achieve individual goals
- Manages priorities and time effectively to meet deadlines, focusing efforts on what is important
- Demonstrates self-awareness of one's own performance and asks for help if falling short of expected result

**3. Flexibility & Adaptability:** *Easily adapts to different conditions and scenarios within one's role and the organization and demonstrates openness to new ways of doing things.*

**Behavioural Indicators:**

- Shows willingness to learn new methods and procedures
- Maintains a positive mindset when faced with new or changing situations
- Shifts approach in response to unique situations
- Asks questions and clarifies information in order to understand changes

**4. Problem Solving & Judgement:** *Assesses situations, analyzes information, and uses sound judgment to find solutions to issues and mitigate risk, soliciting input from others where appropriate.*

**Behavioural Indicators:**

- Identifies and responds to problems with a focus on finding a solution
- Uses sound judgement when making decisions
- Identifies potential risks and brings it to the attention of their supervisor before making a decision
- Weighs available information and seeks out more information as needed to choose the best way forward
- Recognizes when to escalate an issue and ask for help with problem solving

**5. Communication:** *Listens actively and clearly conveys information and ideas verbally and in writing, in a professional and respectful manner, to ensure mutual understanding.*

**Behavioural Indicators:**

- Shares information and ideas effectively to maintain workflow

- Speaks to team members and clients respectfully
- Listens attentively and asks follow-up questions to gain an understanding of information being shared by others
- Conveys information clearly in writing
- Communicates information effectively by email and other electronic means

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### **KNOWLEDGE, SKILLS & ABILITIES:**

- Ability to effectively coordinate multiple projects, deadlines, and priorities
- Clear, professional, and warm communicator
- Professional presence, with a positive attitude and self-starter, accountable approach project management
- Exceptional attention to detail and accuracy including strong proofreading skills
- Outgoing and personable
- Self-starter with the ability to multi-task and prioritize workload
- Excellent interpersonal communication skills
- Ability to work with a wide variety of people
- Strong technical skills: learn / understand CMS (content management system) databases, e-mail programs (MailChimp), fundraising platforms (AKA Raisin), ability to learn other web-based systems (e.g. analytical tools such as Google analytics and email analytics),
- Knowledge of Adobe programs such as InDesign and Illustrator is an asset
- Committed to organizational mission of reducing hunger
- Bilingualism (English/French) is an asset

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### **EXPERIENCE, EDUCATION & QUALIFICATIONS:**

- Completion of a post-secondary college diploma program or equivalent in fundraising management (preferred), public relations or communications
- Minimum 2 years' professional experience in development/fundraising for a not for profit or charitable organization or marketing support position
- Experience with developing content with the purpose of engaging/stewarding external stakeholders
- Experience with managing donor relationships, activations, and the donor cycle
- Project management experience
- Experience working in a team environment
- Experience working with social media, including engagement with online communities
- Volunteer experience particularly in the area of food banks and/or hunger reduction an asset

This job description is provided to capture the primary components of this role. It is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.

From time to time, Food Banks Canada may make changes to this job description. Reasons for such changes include, but are not limited to, changes in business processes and practices, technology changes, legal requirements, network feedback, or changes to organization structure and reporting relationships.