

## Job Title

# Major Giving Coordinator

## Impact Statement

The Major Giving Coordinator is responsible for supporting the Major Giving team through engagement, recognition, and acknowledgement of MSF Canada's largest donors. Reporting to the Major Giving Manager and working closely with the Donor Engagement Officers, and other members of the Fundraising team, the Coordinator supports with the engagement, stewardship and administration of all major donors and prospects. The Major Giving Coordinator, in conjunction with the Major Giving, team maps and coordinates a comprehensive stewardship program, striving to exceed donor expectations and communicate MSF's operations and values effectively.

## Key Responsibilities

### Compliance and Reporting

- Support with Major Giving Annual Planning process and assist with the execution and implementation of resulting strategies.
- In conjunction with the Grant officer and MSF Canada's Finance department, monitor all incoming Major Giving donations and grant conditions to ensure both donor and organizational compliance, with required earmarking, reporting, and recognition etc.
- Manage two donor portfolios: Major Donors (Category C) and Securities Donors contributing under \$5K, engaging individuals with an interest in MSF's work and assessing potential for increased support.
- Support the team by sending monthly reports to the Donor Engagement Officers: Lybunt, deeply lapsed, low actions alerts and other relevant reports.

### Solicitation, Cultivation and Stewardship

- Provide tailored stewardship communication materials to Donor Engagement Officers, including special thanks, cultivation, solicitation, ad-hoc funding proposals and other relevant materials (this can include both complex financial and written information).
- Adhere to earmarked giving protocols and provide specific project reporting as required in collaboration with the Major Giving Manager.
- Stay abreast of communications and content produced by other MSF offices and adapt them to the Canadian audience as needed.
- Proactively produce stewardship reports and other donor communications including, acknowledgement letters, seasonal email newsletters, operational updates, personalized updates quarterly solicitations as stated in the Major Giving communication plan.
- In conjunction with the Field Human Resources and Association teams, monitor a roster of Canadian MSF fieldworkers working in MSF projects, and oversee relationship management with returning international medical staff (IMS) to produce relevant and real time content and engage IMS in fundraising events and campaigns.

### **Gift Administration**

- Responsible for the acknowledgment of all Category C portfolio donations
- Maintain accurate and complete records of donor and gift data in compliance with CRA regulations and internal fundraising and finance guidelines
- Assist the Major Giving team with the coordination of MSF-led donor events
- Assist in coordination of donor visits, including confirming and scheduling meetings, preparing donors reports and other materials.
- Oversee securities giving at MSF Canada, collaborating and communicating with internal and external stakeholders to secure and process gifts through this vehicle.
- Process gifts across the Major Giving unit

### **General Administration**

- Assist with various duties related to fundraising administration, including providing support to other Philanthropy units
- Support the Major Giving Manager in the strategy and engagement with Wealth Management organizations and Community Foundations.

### **Job-Specific Competencies**

- Attention to detail and integrative ability: Ability to adhere to internal and external requirements for gift processing and acknowledgement
- Relationship building and persuasion: Ability to draw on a variety of capacities to develop, nurture and grow relationships with prospects, donors, and internal stakeholders
- Quality orientation: Ability to identify critical activities, and meet and exceed pre-set standards
- Coordination and administration: Ability to organize activities and tasks, take timely action as required, while responding to a complex environment
- Strong verbal and written communication skills, essential for engaging with donors and coordinating with a range of internal and external stakeholders.

### **MSF Transversal Core Competencies**

- **Commitment to MSF Principles; Proficiency level 1:** Demonstrates knowledge of and accepts MSF's principles
- **Cross-cultural Awareness; Proficiency level 2:** Recognises and respects different points of view
- **Analytical Thinking; Proficiency level 3:** Identifies complex relationships
- **Planning and Organising; Proficiency level 3:** Follows up, plans activities and sets priorities
- **Networking and Building Relationships; Proficiency level 3:** Creates network opportunities

### **Knowledge and Experience**

- Demonstrated professional experience in roles supporting multiple people and projects
- Track record of excellent customer service and proven ability to prioritize multiple requests
- Experience and knowledge of relationship-based fundraising
- Strong communication skills especially related to writing, proofreading and editing
- Strong proficiency in Microsoft Word, Excel, Internet, e-mail, and database management

### **Education, Certifications, and Languages**

- Fluency in spoken and written English
- Proficiency in spoken and written French is an asset

## Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Flexible work hours and a hybrid work model (40% in MSF Canada office per week)
- Office environment is an open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Interaction with clients/donors and the public at large

## Job Information

**Position Level:** Individual contributor

**Department:** Fundraising / Philanthropy / Major Giving

**Position Status:** Permanent

**Activity Rate:** 100% (37.5 hours per week)

**Location:** Toronto

**Salary Grade:** Level 13 on the MSF Canada Salary Grid, Step 1, \$64,251.00 per year (non-negotiable)

**Status:** Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

**Benefits:** Starting 4 weeks' vacation/year, flexible work hours, Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no employee contribution required), annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.

## Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.