



Job Description: Development Coordinator **Full time / permanent**

True Patriot Love Foundation is seeking a Development Coordinator to support the Development team to achieve and exceed its fundraising goals.

Reporting to the CEO and Director, Development, Western Canada, the Development Coordinator will ensure there are effective processes in place to support the day-to-day operations of the Development team. The successful candidate will play a critical role in supporting the deliverables, projects and processes required by the Development team to drive revenue generation. This includes ensuring accuracy of the donor database, preparing reports, prospect research, communication and administrative support to the Development team.

The ideal candidate has a minimum of three years experience in donor stewardship and in prospecting research to support senior Development Officers. The ideal candidate also has experience communicating with donors by phone, email and written correspondence and has experience supporting events.

Duties and Responsibilities

Stewardship

- Maintains donor relationships and executes stewardship activities
- Follows up on donor requests in a timely manner to ensure customer excellence
- Updates Salesforce database, prepares correspondence and keeps Development team aware of any concerns that may impact the team or donor satisfaction
- Ensures fulfillment of stewardship activities as per individual donor agreements
- Supports development team initiatives as requested
- Assists in preparation for donor meetings when necessary
- Retains, educates, and identifies those donors who should be moved to a Senior Development Officer for increased giving
- Supports Calgary based Director Development, Western Canada

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Prospect Research

- Supports development team by conducting thorough research to be used for strategic reports and proposals
- Prepares donor prospect briefs for development team, including mapping prospect connections

Events

- Supports development team in planning donor cultivation events including developing guest lists, sending out invitations, and providing other support as required
- Coordinates logistics for events

Administrative

- Manages Salesforce database including maintenance, administration, data clean up, user training, and customization
- Answers main phone line and responds to general queries or forwards to appropriate staff
- Manages central email account and answers queries or forwards to appropriate staff

Qualifications & Required Skills

- Minimum 3-5 years of experience on the development team of a not-for-profit or registered charity including conducting prospecting research
- Possesses a high degree of customer service skills with the ability to work easily and effectively with staff and donors
- Highly organized with exceptional attention to detail
- Excellent oral and written communication skills and the ability to communicate clearly and effectively to a variety of audiences
- Ability to manage multiple tasks and thrive in a changing environment
- Proficient user of CRM databases with the ability to learn new software quickly
- Experience with a CRM database required; experience with Salesforce preferred
- Experience with prospecting databases an asset
- University or College Degree or equivalent combination of education and experience
- Military experience or exposure to the military community considered an asset.

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Additional Information

- TPL's head office is located at Bay & Bloor in downtown Toronto but will be moving to the downtown core in Spring 2019.
- Potential for this position to work remotely from Calgary

To apply for this role, please submit a **cover letter and resume** to hr@truepatriotlove.com by October 12, 2018, indicating “Development Coordinator” in the email subject line. Please be sure to include your salary expectations in the cover letter. **Applications will be reviewed as they are received so we encourage you to apply as soon as possible.**

True Patriot Love welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

True Patriot Love thanks all applicants for their interest in the role; however, only those selected for an interview will be contacted.

About True Patriot Love Foundation

True Patriot Love Foundation (TPL) is a national charity with the mission to inspire every Canadian to contribute to the resilience and wellbeing of our military and Veteran families. Since 2009, TPL has provided \$25 million to fund innovative research and support 750 community-based programs across the country that address the unique challenges resulting from military service including mental health, physical rehabilitation, transitioning to civilian life, and the special needs of children – helping to change the lives of more than 25,000 military families. For more information, visit www.truepatriotlove.com.

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