

# EDMONTON MILITARY FAMILY RESOURCE CENTRE JOB DESCRIPTION



**POSITION:**  
Fund Development &  
Volunteer Coordinator

**CATEGORY:**  
Full Time (37.5 hrs per week)

**REPORTS TO:**  
Executive Director

**SALARY RANGE:**  
\$61,516 - 66,537

---

## **SUMMARY:**

This position is responsible for the planning, execution, administration and evaluation of fund development initiatives. This includes spearheading efforts to cultivate and strengthen relationships with existing donors, implementing strategic initiatives to increase new donor/sponsors, and organizing and coordinating fund development campaigns and events (first and third party). A key relationship builder, this position actively engages with stakeholders to enhance their connection with our mission. In addition, this position is responsible for developing, implementing and maintaining a volunteer program that supports volunteer needs and MFRC programs and services.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **Fund Development:**

- Initiate, organize, and attend all aspects of agency fund development events and initiatives.
- Monitor, in cooperation with Fund Development Working Group and Executive Director, fund development plan performance for setting and achieving revenue targets.
- Ensure compliance with policies set by Canada Revenue Agency, other regulatory bodies, and internal policies and procedures.
- Nurture and develop donor relationships and be responsible for all stewardship activities for individual donors, including acknowledgement letters and donor recognition.
- Implement strategies and campaigns to increase donations and sponsorships.
- Research corporate, foundation and individual donor/sponsor prospects.
- Manage timelines for all fund development strategies and action plans.
- Coordinate, prepare and submit funding requests and grant applications to corporations and foundations.
- Coordinating the timely preparation of donor reports, receipts and thank you messages and communicating with donors as needed.
- Conduct ongoing evaluation of fund development activities, processes and results for effectiveness and continuous improvement.
- Research and implement regulatory and fund development best practices, policies and procedures, and educate internal stakeholders and colleagues on trends and developments in the charitable sector.
- Develop, in cooperation with Marketing, the creation of successful case for support materials, and other communication materials for current and prospective donors, sponsors and community partners.
- Organize and coordinate fund development campaigns and events (including third party activities).
- Ensure high-quality information management and administrative processes are in place to support the fund development program and continuously analyze results to make recommendations for program enhancements and growth.
- Manage and maintain appropriate information related to donors, community partners and prospects.

### **Volunteer Development:**

- Effectively recruit, engage, orient and supervise volunteers.
- Develop, implement, maintain and evaluate the volunteer program.
- Ensure high-quality information management and administrative processes are in place to support the volunteer program and continuously analyze results to make recommendations for program enhancements and growth.

### **Community engagement:**

- Develop networking and partnership opportunities within the military community and the larger community as required to create, enhance and maintain a network of fund solicitation opportunities.
- Establish and maintain partnerships with both military and civilian agencies to ensure a coordinated approach to relationship building.
- Actively engage with stakeholders through participation on committees and working groups.

- Listen and respond to community input and ensure the Executive Director is advised on any issues that may positively or negatively affect the MFRC.

**Other:**

- Willing and able to work flexible hours, including evenings and weekends.
- General administrative duties as they pertain to the Programming areas including accurate and timely entry and management of donor information, donor communication and ongoing data maintenance.
- Input, review and maintain client intake and family registration data in a Client Relationship Management System.
- Consider and alert to management any risk management issues related to program area.
- Attend and participate in meetings and committee work and agency events as requested.
- Contribute information to assist with marketing and awareness campaigns.
- Work with the Marketing team to develop resources for fund development and volunteering opportunities, including print documents, social media/web content, videos, and presentations.
- Undertake any secondary tasking and responsibilities deemed necessary for the efficient operation of the agency and its programs and services.

**COMPETENCIES AND BEHAVIOURS:**

To successfully meet the requirements of the position, the following competencies and behaviors must be demonstrated:

- Believe in and practice the mission, vision, and goals of the MFRC.
- Represent the MFRC in a professional manner.
- Able to work as a positive member of the team, facilitating a team environment through personal behavior, work contributions and the sharing of experience and knowledge.
- Strong presentation and public speaking skills..
- Deadline-oriented, with demonstrated ability to take responsibility for projects and complete them in a timely manner.
- Excellent organizational, interpersonal and networking skills, and ability to distil complex projects and problems when interacting with donors, and to make a compelling case for support of the organization's projects and programs.
- Maintain timely and accurate files and required reporting documents.
- Able to adjust to ever changing needs and handle multiple tasks efficiently.
- Able to be sensitive and tactful in dealing with people under all conditions.
- Ability to lift up to 50 lbs.
- Able to work independently and as a member of an interdisciplinary team.

**DESIRED KNOWLEDGE, EXPERIENCE AND EDUCATION:**

- Relevant post-secondary degree/diploma (event management, community development) or equivalent combination of training and experience.
- Minimum two years' experience in fund development activities and donor relations in a charitable organization.
- Experience writing and managing successful grant proposals.
- Experience in cultivation, solicitation, and stewardship strategies and techniques, and ability to build effective relationships with prospective donors.
- Experience with principles and practices of volunteer management.
- Knowledge and understanding of Ethical Fundraising and Financial Accountability Code.
- Proficient in Better Impact Software and Microsoft office suite.
- Preference is given to those fluent in both official languages.
- Knowledge of the unique challenges of the military lifestyle is an asset.
- Must possess a valid driver's license.
- Successful completion of a clear Vulnerable Sector Criminal Records Check and a clear Child Welfare Intervention Check.