

Officer, Donor Experience

ABOUT US

Help Bring Back the Joy of Childhood

Since 1983, Campfire Circle has delivered healing through happiness to thousands of kids with cancer or serious illness and their families across Ontario. Our programs are offered in paediatric hospitals across Ontario, in local communities, and at our medically supported overnight camps, offering year-round experiences that provide life-changing moments of joy, connection, and resilience.

But we're just getting started. Today, over 40,000 kids in Ontario face serious illness, many without access to the psychosocial support they urgently need. That's why we have a bold vision: to grow from serving 3,000 campers a year to 10,000. We're building a passionate, talented team to help make that vision a reality. When you join Campfire Circle, you become an integral part of a dynamic team helping to transform the lives of thousands of kids with serious illness, alongside our dedicated community of volunteers and donors.

Help us give back the joy of childhood to every kid with serious illness who needs it most.

THE OPPORTUNITY

Join Campfire Circle as we embark on an exciting campaign to expand programs to serve thousands more children with serious illness in Ontario. As a key member of the Donor Experience team within the Development department, you will play a crucial role in supporting the fundraising efforts that help bring joy, laughter, and vital support to medically complex children and their families during some of life's most challenging moments.

Reporting to the Director, Donor Experience & Insights, the Officer, Donor Experience leads the development and implementation of stewardship and recognition strategies that enhance donor engagement and retention. In this role, you will play a key role in creating meaningful moments ensuring donors feel valued by delivering impactful recognition opportunities and data-driven stewardship initiatives.

The ideal candidate is detail-oriented, collaborative, innovative, and is a passionate project manager who enables impactful donor engagement and recognition

Donor Stewardship & Engagement:

- a) Develop, execute and evaluate donor stewardship strategies for donors at all levels, and ensuring donors are engaged and informed on the use and impact of their giving.
- b) Work collaboratively with the Marketing & Communications and the Development teams to create an annual plan for donor communications that is aligned with overall stewardship program including timing and strategy for holiday cards, annual report, acknowledgement letters, thank you calls and other personalized donor experiences
- c) Collaborate with relationship managers to develop thoughtful and personalized stewardship strategies with a focus on meaningful engagement, and personalized approaches for major gift donors.



- d) Lead the drafting, tracking and fulfillment of gift agreements, including documentation in Raisers Edge and timely execution of donor commitments.

2. Donor Recognition & Funding Opportunities:

- a) Collaborate with stakeholders to develop and implement integrated creative and thoughtful donor recognition opportunities across both physical and digital platforms that align with donor preferences, recognition guidelines and organizational values.
- b) Manage the creation, installation and maintenance of donor recognition signage and recognition walls, collaborating with internal and external stakeholders to coordinate the development of mock-ups and tracking all signage in Raiser's Edge.
- c) Lead the annual review of donor recognition signage, including assessing existing installations, identifying updates and coordinating with internal teams and vendors to ensure timely implementation.
- d) Collaborate with Marketing & Communications to create compelling recognition materials and presentations to enhance engagement.
- e) Manage and maintain the inventory of named and available spaces, and other fundable opportunities such as capital and program investments to ensure strategic alignment with donor engagement and fundraising priorities.

3. Impact Reporting

- a) Lead the development and execution of donor impact reports, ensuring content is meaningful, and aligned with donor expectations and organizational priorities
- b) Collaborate with Marketing & Communications, Finance and Programs on the development of personalized impact reports and sponsor fulfillment reports, including managing the project timeline, variations required to fulfil donor requirements, and the impact reporting calendar.

4. Donations In Kind:

- a) Collaborate with donors, relationship managers and other stakeholders to ensure in-kind donations align with organization needs and donor expectations while ensuring properly acceptance stewardship and recognition.
- b) Work with program and site teams to manage and promote wish lists for in-kind donations to ensure alignment with organization priorities.

5. Data Management:

- a) Develop, review and implement criteria for donor lists used in stewardship communications including annual reports, newsletters, holiday cards, impact reports.
- b) Ensure all recognition tracking and stewardship preferences are kept up to date in Raiser's Edge.

QUALIFICATIONS

- a) 2 - 4 years working experience in donor relations, stewardship and/or development
- b) Knowledge of donor recognition and stewardship programs and best practices.
- c) Strong administrative and problem-solving skills with the ability to translate vision and strategy into tactics and actions.
- d) Ability to manage multiple priorities from different sources enhanced by problem solving capabilities.
- e) Highly motivated, proactive and persistent, understanding how to work collaboratively with individuals and teams in a complex environment.
- f) Demonstrated experience managing complex projects and change initiatives with excellent project management, organization, and budgeting abilities.
- g) Exceptional communication skills with the ability to craft clear, engaging and donor-centered messaging across a variety of stewardship materials and channels.
- h) Proven experience in managing data in Raiser's Edge and business processes.
- i) Ability to initiate, analyze, monitor, evaluate and alter strategic business plans.
- j) Experience with major donor stewardship (six and seven figure donors).
- k) Ability to use sound judgment and maintain discretion and confidentiality at all times.
- l) Excellent proficiency in Microsoft Office (Excel, Word, PowerPoint).
- m) Clear police reference check and vulnerable sector screening
- n) Current G2 or G class driver's license and the ability to be covered by camp's insurance policy.

Advantageous:

- a) Experience in reporting and analytics with Raiser's Edge or other fundraising databases.
- b) Working toward a CFRE designation or membership in AFP and/or ADRP an asset.

To support our commitment to a safe, caring environment for children with serious illnesses and their families, all staff must attest to having received their childhood vaccinations and confirm a negative result in a two-step Tuberculosis ("TB") testing series. Seasonal boosters against Influenza and the most recent circulating strain of COVID are strongly encouraged. All staff must provide an updated criminal record check or Vulnerable Sector Screening and be currently eligible to work in Canada and for Campfire Circle.

WORKING CONDITIONS

This position is hybrid, working from our Toronto office 2-3 times per week in an open-concept working environment. Occasional evening and weekend commitments will be required. The donor experience department supports processing gifts during the December winter shutdown, for which lieu time is offered. In consideration of the population Campfire Circle serves, the incumbent is a non-smoker.

COMPENSATION & BENEFITS

This position offers a competitive annual salary range of \$55,000 - \$65,000. Campfire Circle is invested in our staff's health, wellness and career growth. As part of the total compensation package for this role, we offer a comprehensive benefits package, including \$4,000 annually for mental health practitioners (premiums fully paid by the organization with the exception of Long Term Disability), a wellness benefit up to \$500 annually, an accelerated RRSP matching program up to 5% of base salary, paid vacation time plus a paid winter shutdown period up to eight days, flexible hybrid work arrangements, and on-going professional development.



HOW TO APPLY

Please send a resume and salary expectations to careers@campfirecircle.org with the email subject reading **2025070 – Officer, Donor Experience**.

Don't meet every single requirement in this posting? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. If you're excited about this role but your past experience doesn't align perfectly with every qualification or requirement we encourage you to apply anyways. You may be just the right candidate!

This posting will remain open until filled. Only applicants selected for an interview will be contacted. For more information about Campfire Circle, please visit www.campfirecircle.org - No phone calls please.

ACCESSIBILITY & DIVERSITY, EQUITY AND INCLUSION

Campfire Circle is deeply committed to fostering a diverse and inclusive workforce that reflects the rich diversity of the communities we serve. We welcome applications from racialized persons/persons of colour, Indigenous People from North America and around the world, persons with disabilities, 2SLGBTQIA+ individuals, and those who bring diverse perspectives and experiences. Our commitment is to provide equitable employment opportunities to all and to maintain a work environment free from discrimination and harassment.

We are equally committed to providing an inclusive and accessible workplace. Applicants requiring accommodations to access our job postings and apply for roles with our organization are invited to reach out to our HR Team at careers@campfirecircle.org or in a manner that fits their accessibility needs, and can trust that their application will be considered equitably for our available roles. Contact information for our HR Team is located on our website at <https://campfirecircle.org/work-at-campfire-circle/>, and more information about our accessibility commitments can be found at <https://campfirecircle.org/about-campfire-circle/accessibility-at-campfire-circle/>.

LAND ACKNOWLEDGEMENT

Campfire Circle acknowledges that we operate on the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples.

On this land, we are grateful to share the magic of camp with children and families, and we endeavour to create a community of joy, hope and healing. Acknowledging the land that we occupy is just one small step on the path towards Truth and Reconciliation.