

## **Donor Experience Coordinator – Job Description**

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Reports to/Accountable to:

- Director of Advancement

Summary and Scope:

Reporting to the Director of Advancement, the Donor Experience Coordinator plays a crucial role within the fundraising team at Habitat for Humanity Halton-Mississauga-Dufferin (Habitat HMD). This position provides essential administrative, fundraising, and special event support, focusing on enhancing operational and fundraising efficiencies. The Donor Experience Coordinator will be responsible for managing key strategic deliverables, supporting funding proposals, cultivating donor relationships, administering the donor database, and coordinating donor stewardship efforts. The role requires excellent organizational skills, attention to detail, and the ability to work independently and collaboratively.

Responsibilities:

Strategic Deliverables Management

- Proactively initiate, track, and manage key strategic deliverables associated with the fundraising team.
- Ensure deliverables are completed on time and contribute to the overall success of fundraising initiatives.

Fundraising Support

- Assist in the preparation of funding proposals and other donor correspondence.
- Serve as the main point of contact for donor tax receipting questions and donor administrative needs.
- Collaborate with the accounting team to update financial reports and issue tax receipts with appropriate acknowledgments.

Donor Cultivation and Stewardship

- Cultivate relationships with current donors and support the fundraising team in identifying and developing relationships with prospective donors.
- Conduct research on prospective donors and prepare reports.
- Implement the donor stewardship program, ensuring all fundraising team members complete their assigned tasks.

Special Event Support

- Collaborate with the Annual Giving Officer on key special event deliverables.
- Oversee the sponsorship pipeline, process transactions, and respond to inquiries related to special events.

- Represent Habitat HMD at various in-person events and meetings that support the organization's work.

#### Donor Database Administration

- Administer and operate the donor database, ensuring accuracy, integrity, and security of all data.
- Capture all donor and prospect activity accurately within the database.

#### Board and Committee Support

- Assist with the preparation for Board and other committee meetings, providing necessary support materials and documentation.
- Always represent Habitat HMD with a positive and passionate attitude.

#### Core Competencies:

- Confidentiality, Ethics, and Integrity
- Time Management
- Accountability and Dependability
- Technological Competence and Computer Literacy
- Planning and Organizing
- Communication
- Teamwork

#### Requirements

##### Qualifications, Education, and Experience:

- Minimum three (3) years of related experience in annual giving, fundraising, or donor relations.
- Proven track record in planning and executing successful annual giving programs.
- Strong communication and interpersonal skills, with the ability to engage and inspire donors.
- Detail-oriented with excellent organizational and time management abilities.
- Computer proficiency in using standard software programs (Google Suite) and proficiency in using donor management systems or fundraising software is advantageous.

##### Knowledge & Skills

- Collaborative team player
- Ability to adapt to change
- Passion for Habitat for Humanity's mission and the ability to effectively communicate its importance to donors.

##### Working Conditions:

- Hybrid work model where employees will work in-office and remotely



Burlington, Dufferin County  
Halton Hills, Milton,  
Mississauga, and Oakville

**We build strength, stability, and independence.**

- Required to travel to multiple locations
- Travel to meet with clients offsite as required
- Work is typically contained to an office environment however offices are attached to ReStore warehouses (which are open to elements)

To learn more about this exciting opportunity or to submit your candidacy, please email:  
[info@habitathm.ca](mailto:info@habitathm.ca)

HFHHMD is an equal opportunity employer that welcomes candidates from equity-deserving groups and is committed to providing accommodations for people with disabilities. Please let us know if you require accommodation due to a disability during any aspect of the recruitment process and we will work with you to address your needs.

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