

Directorate: Mary's Meals Canada

Reporting to: Manager, Operations and Finance

Contract type: 12 month FTC

Working at Mary's Meals:

Our mission, vision, and values are at the very heart of everything we do here at Mary's Meals and working for Mary's Meals is so much more than a career opportunity, we offer the opportunity to support our global movement in a dynamic, flexible and inclusive environment with a real focus on personal and professional development. We believe in the innate goodness of people, respect the dignity of every human being and family life and believe in good stewardship of the resources entrusted to us. In line with our values, Mary's Meals is fully committed to a culture of safeguarding.

Role purpose:

Reporting to the Operations and Finance Manager, the Donor Relations & Operations Administrator will be responsible for the delivery of efficient and timely services across a number of specialist areas in a fast-paced organization; including but not limited to; administration/co-ordination of key fundraising operations; building, maintaining and use of our supporter database(s); leading segmentation project work; acting as the main point of contact for all supporter/donor inquiries via email and phone; managing the database systems (e-tapestry and CRM); providing operations and volunteer engagement support; finance support; marketing and administrative support for program engagement.

Key responsibilities & activities:

Co-ordination

- Donor relations - customer service: Be the primary contact point for responding to donor inquiries through phone, email and social channels as well as management of the main email for MMC; respond accordingly and appropriately to inquiries.
- Providing operational and advisory support to Director, Community Engagement for volunteer engagement and communications
- Provide marketing campaign support for all MMC campaigns, communications and initiatives
- Coordinating and executing packaging and mass mailings to our donors to support key campaigns in order to support our key objectives
- Working with the Finance Administrator, as required for donor support activities
- Provide Board of Directors administrative support, with professionalism and discretion.

Systems

- Manage the CRM effectively and assist others in the use of the CRM system by educating other team members and sharing knowledge acting as the 'go-to' expert in all MMC databases and lists
- Create and maintain appropriate Supporter attributes in the CRM
- Apply technical knowledge obtained to launch a brand-new Salesforce system for Canada, providing educational and technical knowledge to the organization as the salesforce expert.
- Maintenance of the E-Tapestry database

- Accurate recording of Gift entry into the organization’s database system
- Ability to create and manipulate Excel PIVOT tables
- Ability to generate insightful data reports for upper management to provide information that will support our future objectives and decision making
- To lead all website fundraising page management and engagement with supporters

Operational

- Lead donor segmentation projects with appropriate approaches for each segment/audience providing analytical insights into the project.
- Supporting and executing all marketing and fundraising communications (newsletters) to donors digitally and via postal
- Assisting with general office operational and equipment issues
- Excellent interpersonal skills to interact with team members to deliver Supporter data and value-added reports
- Any other duties commensurate with the role

Essential skills & experience required for this role:

- Has a warm, engaging, and inspiring personality, with good networking and interpersonal skills
- Proficient computer skills, including familiarity with Financial Software packages, Microsoft Word and Excel, Raisers Edge, QuickBooks, Salesforce, E-Tapestry, Sage
- Previous office/admin experience
- Excellent communication skills, both written and verbal
- Excellent organizational and time management skills
- Ability to work well as part of a team
- Ability to work on own initiative and organize and prioritize personal workload, and suggest process improvements
- Ability to work under pressure
- Attention to detail together with the flexibility to prioritize conflicting demands
- Cultural sensitivity and the ability to work effectively with wide range of people in different countries and settings
- Experience using databases for data entry and reporting
- Vocational attitude and commitment to the aims of Mary’s Meals

Qualifications:

University/College degree (or the equivalent work experience) in a administrative/operational support function

Mary’s Meals 7S Leadership Competencies:

As a leader within Mary’s Meals International, you have a responsibility to approach your role in line with our 7S competency model.

Self	<ul style="list-style-type: none"> • I build and demonstrate resilience • I lead by example • I am authentic and true to Mary’s Meals values • I develop myself and set stretching goals
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Service	<ul style="list-style-type: none"> • I have a vocational attitude to my work • I inspire hope in others • I build belief that even difficult challenges can be solved • I am committed to serving and enabling all who want to be part of the global movement • I work to ensure our future will be even better than our past
Simplicity	<ul style="list-style-type: none"> • I communicate effectively • I follow clear decision-making criteria • I create plans that are easy to follow and contribute to organizational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	<ul style="list-style-type: none"> • I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop, and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	<ul style="list-style-type: none"> • I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I work to deliver my objectives
Strengthen	<ul style="list-style-type: none"> • I contribute to a positive work environment • I help and support those around me
Success	<ul style="list-style-type: none"> • I am a catalyst for change • I maintain my technical competence • I contribute to the success of my team • I am accountable

Changes to your role:

As our organization evolves and grows, your job description may need to be reviewed and if appropriate, changed. These changes may be initiated by you or your manager but always in consultation with you and your job description may also be reviewed as part of your annual PDR process.