



Donor Loyalty Coordinator

Location: Priority will be given to Ottawa candidates and will be required to be in-office; Remote considered in other parts of Canada for the right candidate.

Hours: Monday – Friday; 3 days per week 9am-5pm + 2 days per week 11am-7pm

Reporting to: Director, Integrated Marketing

Position Type: Full-Time, Permanent

Language: English essential, French an asset

Salary: \$50,000 - \$55,000 annually

Job Requirement: Must be currently eligible to work in Canada

Closing date: October 23, 2026. **Qualified candidates will be contacted for interview upon expression of interest and will be interviewed on a rolling basis.** Candidates are encouraged to apply early, prior to closing date.

SOS Children's Villages Canada is committed to making a difference in the lives of children without parental care. We are seeking a highly motivated and experienced **Donor Loyalty Coordinator** to join our dynamic team. The focus of this role is donor engagement through exceptional customer service, crucial to building strong relationships with our supporters.

The ideal candidate is energetic and organized, possessing excellent communication skills and an engaging conversational style. You have a zest for collaborating with colleagues and thrive in a dynamic, small team environment. A passion for the organization's mission and demonstrated active listening skills, sets you apart.

ABOUT US

Founded in 1969, SOS Children's Villages Canada is a member of the world's largest charitable federation focused on supporting children and young people without parental care, or at risk of losing it. Protecting children and advancing their rights is our priority in over 130 countries and territories. We believe that children deserve more than just survival. They have a right to grow up in a safe and caring family environment, giving them the best chance of a secure future. Using a holistic approach, we work to empower vulnerable children, families, and communities to ensure children's rights are met. Through programs focused on child protection, education, health, nutrition, women's economic empowerment, and humanitarian responses, SOS Children's Villages serves nearly 3 million people annually.

ABOUT THE ROLE

The **Donor Loyalty Coordinator** plays a crucial role in the SOS Children's Villages team, fostering strong, lasting relationships with donors and supporters. This role focuses on donor

loyalty through outbound calling efforts, ensuring consistent engagement, stewardship, and retention. In addition, the coordinator manages day-to-day donor relations, including responding to inquiries, maintaining accurate donor records, and facilitating personalized communication to enhance long-term support and reactivation.

Core Responsibilities:

Donor Communications and Stewardship (35%)

- Respond to all donor inquiries and requests via phone, email, and other communication channels, ensuring timely and accurate responses.
- Conduct welcome calls to new sponsors and monthly donors to foster early engagement.
- Perform stewardship activities, including handwritten thank-you cards for sponsors, monthly donors, and high-value donors.
- Conduct outbound loyalty calls to monthly donors at key milestones, including three months and one-year anniversaries.

Retention and Reactivation (35%)

- Outbound calling to donors with declined credit cards to ensure continuity of recurring gifts.
- Follow up via phone or email with upcoming credit card expiry notifications to maintain donor contributions.
- Outbound calling to lapsed donors to encourage reactivation and continued support.
- Manage annual sponsorship outbound renewal calls to retain donor commitments.

Database and Administration (30%)

- Maintain donor records in the database, ensuring accuracy, confidentiality, and adherence to data management standards.

Desired Skills and Qualifications:

- Post-secondary education in communications, marketing, fundraising, a related field or equivalent work experience.
- 1-3 years of experience working in a call-center environment (mandatory), ideally in a not-for-profit setting.
- Experience using donor databases such as Raiser's Edge, Salesforce, DonorPerfect or comparable database.
- Demonstrated success conducting outbound calls to donors or clients for stewardship and reactivation purposes.
- Exceptional verbal and written communication skills in English; proficiency in French is an asset.

- Ability to handle donor inquiries and issues with grace, patience, and professionalism, ensuring a supportive and efficient resolution.
- Ability to handle sensitive donor information with confidentiality.
- Proficiency in Microsoft Office Suite.
- Ability to foster strong interpersonal relationships within the team, promoting collaboration and a positive atmosphere.
- Strong organizational skills with a keen eye for detail, ability to multitask in a dynamic environment.

Interested applicants for this position: please send your CV and a cover letter explaining why you are suitable for this role to hr@soschildrensvillages.ca by October 23, 2026. **Please include your name and the title of Donor Loyalty Coordinator in the subject line of your email.**

SOS Children's Villages is committed to employment equity, welcomes diversity in the workplace and encourages applications from all qualified applicants.

We are committed to safeguarding children and adults in the communities where we work from deliberate and unintentional harm or abuse caused by SOS Children's Villages staff. We have zero tolerance towards any behavior violating our Code of Conduct, including workplace violence, harassment and sexual harassment, any form of exploitation and abuse, corruption, and fraud. Offers of employment will be conditional upon satisfactory results of professional reference checks and provision of a Criminal Record and Judicial Matters Check.