



**FIGHTING
BLINDNESS
CANADA**

Title: Officer, Donor Relations and Stewardship

Reports to: Manager, Annual Giving and Donor Engagement

Work Environment: Hybrid, as per FBC's policies – 2 days in Toronto office, 3 days remote (subject to change)

Role Type: Full time, permanent

Salary Range: 57,000-68,000, dependent on experience

Position Summary:

The Donor Relations and Stewardship Officer plays a key role in cultivating meaningful relationships with donors and partners by developing and executing stewardship strategies that enhance donor retention, loyalty, and lifetime value. This role focuses on scalable, data-informed initiatives that demonstrate donor impact, strengthen emotional connection, and support a positive donor experience across mass, mid-level, monthly and legacy giving programs.

Key Responsibilities:

Stewardship Strategy & Execution:

- Support the development and implementation of integrated, multi-channel stewardship plans tailored to annual and monthly donors.
- Ensure timely, consistent delivery of thank-you communications, impact updates, and recognition moments.
- Collaborate with the Annual Giving team to segment donor audiences and deliver personalized engagement based on donor personas, giving level, frequency, and giving behavior.
- Assist in the development and execution of a donor journey mapping exercise; recommend quick wins and priority touchpoints that can be implemented in the short term.
- Partner with Donor Managers to define and finalize personalized stewardship content, ensuring donor-centric communications are delivered in accordance with FBC's stewardship matrix priorities and timelines, such as customized yearly stewardship reports, and personalized research updates, etc.
- In collaboration with Major Giving team, plan and execute Major Giving donor stewardship events.



**FIGHTING
BLINDNESS
CANADA**

- Support the development and execution of Legacy Giving stewardship content and plans.
- Contribute to mid-level and major giving pipeline development by identifying engaged donors and suggesting engagement tactics to increase lifetime value.

Content & Communications:

- Write and coordinate the production of compelling donor-centric content, including impact reports, e-newsletters, personalized messages, and donor spotlights.
- Work closely with marketing and communications colleagues to ensure stewardship materials are aligned with organizational messaging and brand voice.

Donor Relations & Engagement:

- Monitor trends in donor attrition, renewal, and upgrade rates; support the development and execution of strategies to improve retention, particularly for monthly and annual donors.
- Responsible for conducting thank you calls, regular thank you communications with donors, both verbal and written
- Maintain a high level of communication and customer service to donors with timely response to inquiries
- Contacting monthly donors to obtain updated banking information

Reporting & Analysis:

- Track and evaluate the effectiveness of stewardship activities and donor response, and use insights to inform continuous improvement.
- Maintain accurate records of all stewardship activities in the donor database (CRM), ensuring documentation is up to date and accessible.

Collaboration & Support:

- Work collaboratively with colleagues across development, major gifts, education, marketing, corporate partnerships and database management to deliver coordinated, donor-first experiences.
- Support the design and implementation of donor recognition programs for annual donors, ensuring alignment with FBC's values and tone.

Administration:



**FIGHTING
BLINDNESS
CANADA**

- Manage day-to-day stewardship processes including tracking donor touchpoints, scheduling communications, maintaining stewardship calendars, and fulfilling recognition activities.

Qualifications:

- 5- 7 years of experience in fundraising, stewardship, donor relations, or nonprofit communications.
- Excellent writing and storytelling skills with a strong understanding of donor-centric messaging.
- Experience working with CRM databases and understanding of donor segmentation principles.
- Highly organized and detail-oriented, with strong project management abilities.
- A collaborative team player with a passion for building relationships and improving the donor experience.

To apply:

Please submit a cover letter and resume by September 7th to jobs@fightingblindness.ca

We thank all candidates for their interest, however, only those selected for an interview will be contacted. Fighting Blindness Canada is an equal opportunity employer and supports applicants with disabilities. Accommodations are available upon request throughout the recruitment process. Please email your request for accommodation with your application.