



Moisson Montréal is a registered charity founded in 1984 and the largest food bank in Canada. Its mission is to provide an optimal food supply for community agencies serving people in need on the Island of Montreal while actively participating in the development of sustainable solutions. Join us and help feed thousands of people! You will be part of a dynamic team filled with a sense of community solidarity and team spirit that is committed to the fight against food insecurity.

PHILANTHROPY OFFICER

Reporting to the Director of Development, the incumbent will assume a versatile and central role that touches on all aspects of development (database management, donation processing, solicitation, and donor recognition). The incumbent will contribute to the team's agility by managing his/her time performing regular tasks (including management of the database and online donation platforms) and supporting other functions during peak periods.

More specifically, the incumbent will be responsible for:

Database management and donation processing

- Maintain the structure and integrity of the Prodon database (including regular database cleaning, user training, coordination of necessary updates, and contact with suppliers);
- Import transactions from the CanaDon, Benevity, and Zeffy platforms into the Prodon database;
- Ensure rigorous monitoring of consent and confidentiality standards;
- Manage subscription lists in connection with all email and postal communications with donors. Respond to internal requests for *ad hoc* lists and reports, and contact donors to update their records in the database;
- Support the development and implementation of standards for the optimal use of the donation management software (Prodon);
- Support the coordinator of donor services and donation processing with the following tasks:
 - ✧ Act as a point of contact for donors and ensure exemplary customer service;
 - ✧ Receive and process monetary donations and monthly pledges;
 - ✧ Import transactions from the *I Give Online* platform into the Prodon database;
 - ✧ Issue appropriate tax receipts and acknowledgements with minimum delay.

Other development support

- Support the Donor Relations Manager with tasks such as making thank-you calls to selected donors, coordinating direct mail, and updating various letter templates;
- Contribute to the preparation of files and research required to solicit or recognize donors (foundations, individuals, companies, and other organizations);
- All other related tasks.

Profile and requirements:

- College education in a relevant field or any other combination of education and experience deemed equivalent;
- Minimum three (3) years of relevant experience;
- Experience with donor management software (Prodon, Raiser's Edge, DonorPerfect, etc.) or other customer relations systems (CRM);
- Proficiency in MS Office Suite software;
- Customer service skills, flexibility, and ability to adapt to change;
- Organizational skills, attention to detail, and thoroughness;
- Discretion and impeccable professional ethics;
- Bilingualism, given frequent contact with French-speaking and English-speaking donors by phone and in writing.

What Moisson Montréal offers:

- ✓ A rewarding mission and an opportunity to have a real and tangible impact on the community and food insecurity;
- ✓ A salary ranging from \$46,045 to \$56,153 per year;
- ✓ Permanent full-time position (35 hrs/week) with the possibility of finishing at noon on Fridays;
- ✓ Possibility of working remotely up to three days a week in a flexible and friendly environment;
- ✓ Eligibility for an annual bonus;
- ✓ Eligibility for a range of benefits including group insurance, group RRSPs, personal days, etc;
- ✓ 14 statutory holidays per year;
- ✓ Possibility of tuition reimbursement (subject to the terms in effect);
- ✓ On-site snacks and lunches prepared by our chef for a nominal fee!

Interested candidates should forward their CV to rh@moissonmontreal.org. Moisson Montréal is committed to employment equity. Only selected candidates will be contacted. We thank you for your interest in Moisson Montréal.