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[mustardseed.ca](http://mustardseed.ca)

Since 1975, The Mustard Seed Street Church (MSSC) has been fighting hunger while restoring Faith for families and individuals living in poverty, as well as the working poor, throughout the Capital Regional District. We are a Christian community offering a continuum of care that operates the Hospitality Centre for relationship building and advocacy, the Food Security Distribution Centre, the Family Centre that supports and empowers families and our addiction recovery program at Hope Farm Healing Centre in Duncan serving all who come to us without discrimination. We also offer church services for those seeking a place to belong and grow spiritually. Through these core programs we assist over 5,000 people each month with the help of more than 50 daily volunteers and many generous financial supporters.

## **Donor Relations Coordinator**

### **Position Summary:**

Accountable to the Director of Development, the Donor Relations Coordinator will be a part of the Development team. This position is an administration and customer service position at The Mustard Seed Street Church and works closely with the Finance team. The candidate should have an excellent phone manner with the ability to stay calm and collected while serving our donors on the phone as well as being adept at record keeping and receipting. The successful candidate will be motivated by results, be an enthusiastic professional, and be able to maintain and grow relationships.

### **Duties and Responsibilities:**

- Engage in relationships with key funders, maintaining a productive and fulfilling relationship.
- Process donations and batch reports and reconcile with finance team
- Produce tax receipts, (electronic/print) that are CRA compliant
- Increase individual monthly donations by 25% the first year
- Support in marketing as required i.e preparation of marketing collateral, direct mails outs, donor and public relations and social media
- Provide donation reports for the development team as needed
- Responsible for adhering to The Mustard Seed brand standards guideline in the production of marketing and public-facing promotional material
- Collaborate with and collect information from area leads in Food Security Ministry, Hope Farm Healing Centre, Family Centre, Hospitality Ministry and Church
- Support annual fundraising programs in collaboration with development team and build two new on-line campaigns
- Assist in the finance /admin office with staff support as part of this office team (supplies, mail ...)
- Participate in the Christian ministry of The Mustard Seed Street Church including attendance of chapel, staff meetings and training opportunities in consultation with supervisor
- Adhere to The Mustard Seed Street Church brand standards guideline in the production of marketing and public-facing promotional material

- Other duties as required

### **Qualifications:**

- Exceptional interpersonal skills, verbal communication and listening skills; detail oriented, strong organizational, research and analytical skills
- Proficient computer skills (especially MS Office), along with experience using social media for professional fundraising
- Knowledge of Canadian charity and donation laws and CRA regulations
- Knowledge of fundraising software and databases
- Diploma in business administration or equivalent experience
- Accurate Numeric literacy
- Valid Driver's License

### **Key Competencies and Abilities:**

- Strong ability to multi-task; may have to work in busy environment with interruptions and be working on multiple projects at one time
- Ability to concentrate and meet time-sensitive deadlines with high attention to detail
- Goal oriented, and sales driven; understands the bottom line
- The ability to work well independently with minimal supervision as well as be a team player
- Strong Numerical Accuracy
- Proven ability to maintain confidential information
- Energetic and relational with the ability to find and build new relationships
- Flexibility and adaptability, as priorities may be shifted
- Ability to keyboard at a minimum of 60 wpm
- Physical ability to work in an office on a computer for up to seven hours a day

### **Terms of Employment**

- This position is with The Mustard Seed Street Church and requires a person who has made a Christian commitment
- Must be in agreement with and willing to sign the staff code of conduct
- This position reports to The Director of Development
- Term: Full-Time position (75 hours/bi-weekly)
- Hours: Monday – Friday 8am – 4pm
- Some weekend and evening work is required
- Must provide an acceptable criminal record check, including the level of clearance required to work with vulnerable people

To apply please send your cover letter and resume to [career@mustardseed.ca](mailto:career@mustardseed.ca) as soon as possible. The applications will be reviewed as received and we may fill the position before the closing date of August 17 if we find the ideal candidate.