



Hope and Belonging

# Job Posting

## #26.12 Donor Stewardship and Digital Communications Coordinator

**\*Please See Below for Shift Details\***

*This posting is open to all qualified applicants.*

Our Place Society (OPS) is an organization founded on inclusive and progressive Christian values and principles. We are driven by our values: hope and belonging, teamwork, unconditional love and safety. We work as a team to create a nurturing atmosphere of home and family, where all are welcome. **A team approach is critical to living out our mission and values and directing our work.**

### **Position Overview:**

The Donor Stewardship and Digital Communications Coordinator plays a vital role in ensuring every donor and community partner feels appreciated, connected, and informed about the impact of their giving. Reporting to the Director of Philanthropy, this position supports the full donor lifecycle—from first gift to ongoing engagement—through meaningful stewardship, accurate gift processing, and thoughtful relationship-building.

This role balances administrative precision with warmth and care. The Donor Stewardship and Digital Communications Coordinator manages thank-you processes, facilitates stewardship activities for the full Philanthropy team, and coordinates gifts-in-kind initiatives.

### **Duties and Responsibilities:**

#### **Key Responsibilities**

##### *Donor Stewardship & Acknowledgment*

- Make timely thank-you calls and coordinate personalized acknowledgments for donors not assigned to other team portfolios.
- Write and send handwritten thank-you letters to individual donors and community supporters.
- Track donor stewardship touchpoints in the donor database (Keela).
- Maintain and update stewardship templates, ensuring accuracy and alignment with OPS's tone and mission.
- Support the Director of Philanthropy in maintaining stewardship calendars and ensuring consistent follow-up across all donor programs.



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- Support donor prospecting efforts by identifying and qualifying new donors through gift processing data and engagement patterns.
- Serve as the primary point of contact for in-kind donations of clothing and hygiene items.

## Digital Communications

- Support the day-to-day management of Our Place Society's social media accounts in collaboration with the Communications team, ensuring consistent, timely, and mission-aligned content.
- Collaborate with the Director of Philanthropy and the Donor Relations Officer on messaging to ensure a cohesive narrative across all social media platforms that reflects OPS values and programs.
- Develops social media content and scheduling plans and posts approved content following review and sign-off from the Director of Philanthropy.
- Contribute to social media storytelling that humanizes and honours the people we serve by helping gather stories, quotes, and program updates that educate the community about OPS services, while upholding dignity, consent, and confidentiality.
- Update and maintain content on the Our Place Society website, including donor recognition pages, campaign updates, impact stories, event listings, and basic content edits, ensuring accuracy, clarity, and alignment with OPS messaging.
- Ensure all social media and website content follows OPS brand standards, accessibility guidelines, and privacy requirements.

## Skills and Abilities

- Strong organizational skills with exceptional attention to detail, accuracy, and follow-through.
- Excellent interpersonal, written, and verbal communication skills, including comfort with donor phone calls and personalized correspondence.
- Proficiency with Microsoft Office (Outlook, Word, Excel, Teams).
- Ability to maintain accurate records and use a CRM database (such as Keela or similar) to support donor stewardship and reporting.
- Ability to contribute to organizational digital communications, including social media and basic website updates using a content management system (CMS) such as WordPress or similar.
- Ability to support simple visual content for digital communications using tools such as Canva or similar platforms.
- High level of discretion and commitment to confidentiality, privacy, and ethical storytelling.
- Ability to work independently and collaboratively as part of a team, managing multiple priorities and deadlines.
- High level of discretion and respect for confidentiality.



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## **Qualifications:**

### **Education and Knowledge:**

- Minimum of Grade 12 diploma.

### **Training and Experience:**

- Minimum of two years (2) of experience working in fundraising, donor relations, or nonprofit administration, OR and equivalent of education, training, and experience.

## **Working Conditions**

**Shifts:** Full time, Monday to Friday.

**Compensation:** \$25.95 to \$29.76 per hour (*pending*)

**Benefits:** Vacation is accrued at a rate of 6% or in accordance with your length of service as per the collective agreement (Article 18.1). Eligible for a 100% employer paid comprehensive benefits plan, including health and dental coverage, after completion of probationary period.

**This position requires union membership.**

## **How to Apply:**

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience, and qualifications by 3pm on Monday, February 2, 2026, to [careers@ourplacesociety.com](mailto:careers@ourplacesociety.com) or to Our Place Society, Attention Ryan Brost, HR Manager, 1027 Pandora Ave, Victoria, B.C. V8V 3P6. Please quote “File #26.12 Donor Stewardship and Digital Communications Coordinator” in the subject line.

**Please note: All applications must have a cover letter to be considered.**

We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted.

Our Place Society is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. Our Place Society welcomes applications from First Nation, Inuit, Métis, New Canadian, differently-abled, and LGBTQ2S communities.