



POSITION DESCRIPTION

Position Details

Position Title: Donor Relations Officer
Reports to Position Title: Director of Development

Position Summary

At Operation Eyesight, we offer a gift – the gift of sight. Through the dedication of staff, donors, and partners, Operation Eyesight brings sight-restoration and blindness prevention treatment to people around the world. The mission of Operation Eyesight resonates in the passion and commitment of our team, both in Canada and internationally. If you'd like to be part of this gift-giving mission, apply today and support our mission **For All The World To See**.

Reporting to the Director of Development, the Donor Relations Officer is responsible for researching, pursuing, securing and stewarding support from individuals whose values and interests align with Operation Eyesight's lifechanging work. This role is accountable for securing support through charitable gifts of individuals within their portfolio with a focus on stewarding and growing Operation Eyesight's planned giving and mid-level giving donors. This role will work closely with the Marketing and Communications team in developing targeted donor communications and will collaborate with the Digital & CRM Solutions team in identifying and cultivating donors. This role is crucial in meeting annual targets for individual support and engagement, allowing Operation Eyesight to achieve its strategic goals.

Duties and Responsibilities

- In collaboration with the Director of Development, this position will set financial objectives, establish strategies to reach those objectives, analyze results and monitor progress.
- Actively responds and takes initiatives on fundraising opportunities with donors, ensuring appropriate cultivation and stewardship;
- Identifies opportunities for cross-promotion between direct and digital marketing, mid-level giving, major gifts and planned gifts;
- Takes a donor centric approach to all fundraising activities and consistently delivers effective stewardship and engagement practices;
- Acts as the relationship manager to an assigned portfolio of loyal and new donors with mid-level giving capacity;
- Lead the stewardship and development of Operation Eyesight's planned giving portfolio:
 - By managing donors making specific bequests, gifts of insurance, endowed gifts and other planned gift vehicles.



- Meet personally with planned gift prospects, confirmed donors, and their advisors as required.
- Liaise with the Donor Relations team on planned giving matters; assist in identifying, contacting, qualifying and cultivating prospective planned giving donors.
- Maintain current knowledge of tax and other regulatory issues that relate to charitable giving.
- Ensure donations are used in accordance with donors' expressed wishes and documented accordingly;
- Provides the Director of Development with regular reports and updates on prospects calls and outcomes through Salesforce reporting
- Ensure extraordinary experiences for our supporters through timely, reliable, customized, donor-centric communication.
- Keep accurate records about donors, prospects, gifts and our interactions with them in the donor database.
- Proactively identify improvements to your role, the Donor Relations team and Operation Eyesight overall; work with your teammates to implement solutions.

Job-Related Skills

- Excellent planning, organization, project management and time-management skills.
- Process-oriented and systematic, with a natural inclination to document work.
- Knowledge and familiarity with research techniques for fundraising prospect research.
- A solid understanding of the process required to steward donors toward major gifts.
- A desire and passion to make a difference in developing countries through sustainable, community-based health solutions.
- Excellent written communications for proposal and report writing based on donor priorities and program goals, strategies and expected outcomes.
- Computer competency with word-processing and spreadsheet applications, fundraising and prospect management databases (Salesforce an asset), and internet skills.

Education/Training/Experience

- Bachelor's degree in a related field.
- 4-6 years experience in a fund development.
- Planned giving experience an asset.
- Proven experience in developing and progressing relationships.
- Intermediate to advance Microsoft Office skills.
- Experience with prospect research, proposal writing, planned giving and event planning
- Knowledge of international development issues considered an asset
- Experience with Salesforce will be considered an asset.
- Demonstrated experience writing donor communications.



Values

Operation Eyesight's values:

- Quality and Excellence
- Comprehensiveness and Collaboration
- Accountability and Transparency
- Empowerment and Transformation
- Adaptability and Flexibility
- Equitably and Respect
- Innovation and Creativity

To apply, email your resume and cover letter to hr@operationeyesight.com