



Last Updated: October 2023

Job Title

Donor Engagement Officer, Major Gifts (Eastern Canada)

Impact Statement

The Donor Engagement Officer will maintain and develop MSF's major donor relationships in Eastern Canada and will be based in either Toronto or Montreal. They will personally cultivate, solicit, and steward donors and prospects, and will play an integral role in the growth of MSF's major gifts program in Eastern Canada. They will be a passionate advocate for MSF's work and will relish the opportunity to meet with existing and prospective donors. A strategic thinker with a deep understanding of the humanitarian sector, they will be self-motivated and collaborative, confident in forging effective working relationships across the international movement and able to secure significant philanthropic support for MSF's work.

Key Responsibilities

Major Gifts

- Secure significant philanthropic support towards the international priority projects identified by MSF Canada in agreement with MSF's operating centres
- Oversee a portfolio of major gift prospects and donors in Eastern Canada and possibly in other areas: identifying those with an interest in MSF's work, engaging with them, soliciting, and closing major gifts, and nurturing donor relationships to uncover opportunities for growth
- Collaborate cross-departmentally with prospect research, grants unit, mid-level, and planned giving teams to effectively handle prospect opportunities, pipeline, moves management processes and donor events planning.
- Stay abreast of industry best practices and support innovations in the major gifts strategy.
- Develop and assist in the execution of cultivation, solicitation, and stewardship strategies for some of MSF's most significant donors and prospects
- Develop high-quality and impactful cultivation and stewardship tools for use with major donors and major donor prospects for use by the Philanthropy team within MSF Canada as well as colleagues in other MSF Fundraising departments
- Leverage relationships to garner introductions to prospects or other philanthropic influencers
- Drive and implement moves management for their own portfolio, documenting all contacts and next steps in CRM. Build appropriate strategies and create the tools needed to initiate and cultivate these relationships, including crafting opportunities for restricted and multi-year giving
- Determine annual projections and regular reforecasting of major donors in their portfolio. Liaise with colleague's cross-departmentally, major donors, the MSF Canada Executive team, Board of Directors, and other stakeholders to execute cultivation, stewardship, and retention strategies, including provision of tailored briefing notes and event planning support

Department Administration

- Contribute to the development of the Major Giving annual plan, designed to meet priority funding needs, effectively communicate about MSF project activities and advocacy efforts, and meet the needs, objectives,

and policies of MSF; Draft reports (including financial information), and provide high quality service to our foundation donors and prospective donors

- Improve systems to track donor information, history and maintain quality control.
- Complete data entry/review/analysis using donor database, keeping database current and accurate to maintain the privacy of donors' personal and financial data

Job-Specific Competencies

- Ability to build, manage, and maintain respectful and engaged relationships with diverse stakeholder groups
- Ability to analyze and synthesize complex and sensitive material and use it to develop proposals and reports, and to present appropriate, well-informed messages to current and prospective donors

MSF Transversal Core Competencies

- **Networking and Building Relationships;** Proficiency Level 3: Cultivates relations of respect and confidence with relevant actors/stakeholders
- **A Commitment to MSF's Principles;** Proficiency Level 1: Acts towards the fulfilment of MSF's Social Mission
- **Strategic Vision;** Proficiency Level 3: Plans actions geared towards achieving objectives
- **Cross-cultural Awareness;** Proficiency Level 3: Demonstrates an integrating attitude
- **Results and Quality Orientation;** Proficiency Level 3: Improves performance and sets ambitious and realistic goals
- **Planning and Organising;** Proficiency Level 3: Follows up, plans activities, and sets priorities, taking other team members into consideration

Knowledge and Experience

- Excellent oral and written communication skills, including correspondence with stakeholders
- Excellent time management and organizational skills
- Responsible, proactive, driven, and able to work independently
- Demonstrated development experience, preferably in Fundraising, Major Gifts, or with Multilateral/Bilateral funders
- Experience closing gifts at the six-figure level, including complex gifts using a variety of giving vehicles
- Excellent interpersonal, presentation, and negotiation skills
- Knowledge of humanitarian issues
- Experience in all aspects of donor cultivation (research, writing, follow-up, and stewardship)
- Demonstrated experience with Microsoft Office programs (specifically Word and Excel), fundraising databases, and conducting online research
- Knowledge and experience with major donors from Eastern Canada
- A valid driver's licence, and ability to travel throughout Quebec and Ontario as required
- Enthusiastic "all hands-on deck" style team player; able to operate and collaborate across multiple teams and thrive in a fast-paced culture

Education, Certifications, and Languages

- Fluently bilingual in English and French (written and spoken)

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Hybrid work model (40% in MSF Canada office and up to 60% work from home)
- Office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor

- Domestic travel required, ability to travel to meet donors. (Approx. 30%, Travel in Quebec and Ontario)
- Regularly represents MSF programs and policies to senior representatives of foundations

Job Information

Position Level: Individual contributor

Department: Fundraising / Major Giving

Position Status: Permanent

Activity Rate: 100 % (37.5 hours per week)

Location: Montreal or Toronto

Salary Grade: Level 14 on the MSF Canada Salary Grid, \$70,676.00 per year (non-negotiable)

Status: Must be legally authorized to work in Canada; MSF Canada will not support a work permit process for any applicant outside of Canada.

Benefits: Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' Vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change