



Last updated: July 2025

Job Title

Fulfillment Coordinator

Impact Statement

The Fulfillment Coordinator is responsible for providing superior customer support to our donors, supporting the Supporter Services team by handling escalated donor care situations, providing guidance as needed, and acting as the primary point of contact with our external fulfillment vendor. They will oversee all in-house donation processing and acknowledgements and contribute to maintaining data health in respective donor management systems.

Key Responsibilities

- Provide support and guidance to our in-house Supporter Services Representatives, via training, coaching, and scheduling of priorities
- Support in-house administrative duties, including, but not limited to receiving, coding and handling fundraising mail and donation processing
- Fulfill cards, certificates, and promotional assets
- Liaison with fulfillment vendor to deliver on service level agreements related to our business practices and identify efficiencies on how we do business
- Maintain, establish and promote best practices and standards for a positive donor experience, with a drive to constantly improve

Job-Specific Responsibilities

Donor Care

- Directly support the department with escalated donor issues, such as complaint escalations, troubleshooting and problem resolution
- Pro-actively respond effectively to donor concerns and information requests. Look for information within the Fundraising team or with other departments (Communications, Programs, HR, Executive Directors...)
- Stay abreast of MSF projects and activities and have a good understanding of the Organization, including regularly reading general MSF publications, websites and attending office presentations to understand and explain MSF programs and provide adequate financial information to donors/prospects.
- Directly support other officers, including Community Giving and Loyalty, with the implementation of a stewardship matrix, such as mailing out certificates, thank you calls, tracking of donations, etc.

Donation Processing & Data Hygiene

- Process donation and updates donor record and actions
- Liaise with the fulfillment vendor to ensure exception packages and requests are fulfilled

- Monitor inventory and fulfillment, overseeing stock levels on products and working with vendors to ensure availability
- Lead the coordination of the Annual Receipting critical path; as well as updating templates for on-demand receipting across various platforms (Luminate/web-based, Deloitte/physical) ensuring consistency in brand
- Lead the coordination of the welcome package program, monitoring process and inventory
- Ensure all impacted business units have visibility on the project and are kept abreast of accountabilities and timelines
- Ensure tax receipt creative and inventory are updated and re-ordered
- Oversee data entry to ensure accuracy and ensure the information is updated during any point of contact
- Provide support to other business units related to donation processing and updating donor information, stewardship and cultivation
- Using ReceipterPro® for ad-hoc, urgent receipting requests
- Perform data cleaning and hygiene tasks, including identifying and removing duplicate records, correcting formatting inconsistencies, and ensuring compliance with data standards

Relationship building and team orientation

- Train and coach Supporter Services Representatives on MSF content, systems, and processes
- Recommend changes to policy and workflow to improve donor experience

Core Competencies

- **A Commitment to MSF's Principles; Proficiency level 1:** Demonstrates knowledge and accepts MSF's principles
- **Results and Quality Orientation; Proficiency level 2:** Works towards objectives, preserving established standards
- **Planning and Organizing; Proficiency level 2:** Is proactive regarding planning and organizing their job area
- **Teamwork and Cooperation; Proficiency level 2:** Shares information and coordinates with team and/or others
- **Cross-cultural Awareness; Proficiency level 2:** Recognizes and respects different points of view

Knowledge and Experience

- Demonstrated working knowledge of donor management systems
- Experience in customer care, gift administration, fulfillment, or gift processing
- Solid computer skills with proficiency in Microsoft Office Suite
- Experience in vendor relationship management

Education, Certifications and Languages

- Education or training in Fundraising, Customer Service, or a related relevant field
- Proficient in English, with exceptional copy writing and editing skills

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 – 2 days/week)
- 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
- Interaction with clients/donors and the public at large

Job Information

Position Level: Individual contributor

Department: Fundraising

Position Status: Permanent

Activity Rate: 100% (Full time), 37.5 hrs. per week

Salary Grade: Level 13 on the MSF Canada Salary Grid, \$64,251.00 (non-negotiable)

Location: Toronto

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

Benefits: Starting 4 weeks' vacation/year, flexible work hours, 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 employee contribution required), 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.