



Last updated: March 2026

## Donor Relations Manager

### Impact Statement

The Donor Relations Manager will lead donor stewardship strategy and directly manage a bilingual supporter services team for MSF Canada, ensuring every donor interaction reflects the organization's mission and values, while overseeing donation processing, handling escalated donor care, and collaborating with internal teams and external partners to continuously improve the end-to-end donor experience.

The Donor Relations Manager is responsible for developing, implementing, and evaluating strategies that cultivate, steward, and strengthen relationships with donors by reaching out to MSF by phone or by email. This role ensures donors feel valued, informed, and connected to the organization's mission.

The Manager is also responsible for providing superior customer support to our donors, supporting the external and leading the internal Supporter Service team by handling escalated donor care situations, making decisions where needed to help teams triage donor requests and acting as the primary point of contact with our external call Centre.

The Manager will oversee all in-house donation processing and work with the Fulfillment Coordinator to better support our donor services' end-to-end operations.

This role will also liaise with MSF departments, collaborating closely with Fundraising Managers, Communication Managers, and vendors on various campaign content, analysis, systems, and reporting.

### Key Responsibilities

#### Operational support

- Customer Service focus to ensure contact center service levels are met or exceeded.
- Quality Assurance focus to analyze and monitor weekly performance and provide feedback.
- Develop, and frequently update, presentations and materials including scripts, FAQs, and other resources to ensure they align with MSF brand guidelines and reflect principles of equity, diversity, and inclusion.
- Communication to facilitate collaboration with Fundraising team members to ensure the external team is meeting the needs of MSF supporters.
- Oversee the delegation of the Donor Relations Unit tasks across the FR department strategic plan and by leading the Donor Relations Unit team.
- Develop and execute stewardship strategies to meaningfully engage donors and increase retention. Ensure timely follow-up, personalized communication, and ongoing cultivation of donors.
- Maintain, establish and promote best practices and standards for a positive donor experience, with a drive to constantly improve unit's processes and procedures.
- Manage the relationship with our principal call center partner (Answernet).

#### Donor Relations team management

- Lead in the hiring and development of the team members to achieve their goals, establishing trust, respect,

recognition and mutual accountability in a high performance, collaborative environment.

- Manage the supporter services team and maintain a work environment that facilitates cross collaboration and personal development.
- Delegate, train, coach, measure, and monitor staff performance.
- Work closely with fundraising leadership to support annual giving, major gifts, corporate partnerships, and other philanthropic strategies.
- Maintain donor briefings, acknowledgment letters, thank-you notes, and impact updates.
- Collaborate with Communications, Programs, and Finance teams to ensure consistent messaging and alignment across donor communications.
- Track engagement metrics, fundraising trends, and stewardship outcomes to inform strategies.
- Lead by example, inspire and motivate others, and foster a work environment founded on MSF Canada internal employment philosophy values of humanity, integrity, and results.

#### **Relationship building and team orientation**

- Recommend changes to policy and workflow to improve data processes and best practices
- Collaborate with colleagues from Fundraising Systems unit to ensure that the data is clean and ready to use

#### **Core Competencies**

- **A Commitment to MSF's Principles; Proficiency Level 1: Acts towards the fulfilment of MSF's Social Mission**
- **Results and Quality Orientation; Proficiency level 2: Works towards objectives, preserving established standards**
- **People Management and Development; Proficiency level 2: Sets clear priorities and expectations, delivers consistent feedback, and manages performance with fairness and care; Coaches and develops team members, acting as a visible role model who builds a culture of accountability and growth.**
- **Planning and Organizing; Proficiency level 2: Is proactive regarding planning and organizing their job area**
- **Teamwork and Cooperation; Proficiency level 1: Shares information and coordinates with team and/or others**
- **Cross-cultural Awareness; Proficiency Level 3: Demonstrates an integrating attitude**

#### **Knowledge and Experience**

- Demonstrated team management experience in a bilingual environment
- Demonstrated interpersonal and communication skills and ability to build relationships with diverse donors.
- Detail-oriented, organized, and capable of managing multiple projects simultaneously.
- Proficiency with CRM systems and donor management tools.
- Ability to write compelling donor communications.
- Familiarity with philanthropic environments or nonprofit fundraising best practices.

#### **Education, Certifications and Languages**

- Education or training in Fundraising, Customer Service, Call Center operations, or a combination of training and relevant experience.
- Proficient in English and French

#### **Working Conditions**

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

## Job Information

**Position Level:** Individual contributor

**Department:** Fundraising / Fundraising Systems

**Position Status:** Permanent

**Activity Rate:** 100% (37.5 hrs. per week)

**Salary Grade:** Level 16, Step 1 on the MSF Canada Salary Grid (non-neogitable)

**Location:** Toronto or Montreal

**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:** 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), 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.