



Job Posting

Job Title:	<i>Donor Relations Specialist (Full-Time temp)</i>
Reports To:	<i>Senior Manager Invitation</i>

Chalice

Chalice is a Catholic organization with a vision for "A world where all children and families live in communities of life and love." Through the generosity of our Canadian supporters, combined with the continued effort of our international partners and Chalice-sponsored families, we work in hundreds of communities around the world to provide opportunities for children to receive an education, for families to become empowered, and for communities to become more caring and connected.

Purpose

We are seeking a sociable and highly service-oriented individual to join our Invitation and Engagement team as a full-time **Donor Relations Specialist (DRS)**. This role serves as a primary point of contact for Chalice supporters, providing exceptional customer service and building meaningful donor relationships aligned with Chalice's mission and values.

The DRS responds to donor inquiries, processes contributions, and communicates the impact of giving through professional phone and written communication. Through personalized engagement and thoughtful support, this role helps strengthen donor satisfaction, retention, and long-term commitment to Chalice's work.

Please visit our website at: www.chalice.ca to find out more information about our organization.

Duties and Responsibilities

- Support the mission of Chalice
- Provide professional supporter care through inbound and outbound phone and email communications.
- Deliver exceptional donor service and support relationship stewardship.
- Process sponsorship updates and maintain accurate supporter records within the database.
- Accurately setup up accounts for donors and record donations
- Collaborate with internal teams to address complex supporter inquiries.
- Maintain knowledge of Chalice programs to effectively guide supporters and respond to inquiries.
- Record donations, prayer requests, and supporter interactions.
- Support seasonal campaigns and special initiatives (e.g., Gift Catalogue/Christmas communications).
- Represent Chalice professionally and uphold organizational values in all interactions.
- Participate in team meetings, departmental activities, and organizational prayer gatherings.
- Perform other duties as assigned.



Qualifications and Competencies

- Experience in donor relations, supporter care, fundraising support, or customer service is required.
- Strong interpersonal, written, and verbal communication skills in English is required; French is considered an asset.
- Experience working with donor databases or CRM systems (e.g., Salesforce or similar platforms) is an asset.
- Proficiency in Microsoft Office 365 and standard office technologies.
- Proven organizational and time-management skills, with the ability to prioritize tasks, manage multiple responsibilities, and meet deadlines in a fast-paced environment.
- Accuracy and confidence in processing financial transactions.
- High attention to detail and commitment to data accuracy and confidentiality.
- Strong problem-solving abilities with a proactive and solutions-oriented approach.
- Ability to learn and adapt quickly to changing priorities.
- Work effectively and collaboratively within a team setting.
- Experience working within a mission-driven or nonprofit environment is considered an asset.
- Alignment with and passion for Chalice's mission, Catholic values, and global work.

Professional Development

- Attend training sessions, and workshops as required
- Participate in research and knowledge-sharing initiatives

Working Conditions

- Employment Type: Temporary Full-Time (40 hours per week)
- Contract Term: May 2026 – February 2027
- Working in a faith-based, prayer-filled environment, including daily prayer participation at 8:30am.
- This is an on-site position based at our office in Bedford, Nova Scotia
- Must be legally entitled to work in Canada
- Employment is subject to a probationary period
- Working in a faith-based, prayer-filled environment, including daily prayer meetings at 8:30 AM

Application Deadline

Please submit your **resume and cover letter** by May 8, 2026, to hr@chalice.ca with the subject line: "Donor Relations Specialist – Term Contract - 2026". Applications will be reviewed as they are received, and early submissions may be given priority. A practical skills assessment may be required as part of the selection process. While we deeply appreciate every application received, only short-listed candidates will be contacted.