

Job Title:	Relationship Management Coordinator	Job Category:	Philanthropy and Engagement Team
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Job Description

ROLES AND RESPONSIBILITIES:

Reporting to the Director of Philanthropy and Engagement, the Relationship Management Coordinator contributes to the growth of the Nature Trust by providing exceptional customer-service, information and inspiration to new and renewing annual supporters. For many supporters of the Nature Trust, this position will be the first point of personal contact as he/she reaches out by phone or email to welcome donors to the organization, provide pertinent updates on the organization’s work, answers questions and redirects donor inquires to other team members as required. This position will also enter and track donor information to a CRM database, and will provide fundamental support to implement community-based events including the coordination of logistics such as venue rentals, invitations, and event services. The Relationship Management Coordinator is a vital part of the Philanthropy & Engagement team who will help to nurture long-term relationships with donors and partners for the future sustainability of the organization.

Relationship management responsibilities

- Provides timely acknowledgement and appreciation calls to annual donors, providing news and updates
- Conducts personal outreach to new donors
- Records all interactions accurately into the Customer Relationship Management database
- Provides strategic outreach calls to monthly donors with a goal to inspire giving upgrades
- Works with the Donor Database Coordinator to support distribution plans for outbound publications and list segmentation
- Supports internal processes to ensure that content for thank you letters & appeals are aligned with marketing messaging.

Administrative Support Responsibilities

- Update donor payment records, profiles and other constituent record information as needed
- Work with the Donor Database Coordinator to research donor histories, provide periodic records management support.
- Provides relevant donor profile summaries and key information to Leadership & Legacy Giving Senior Advisor, and other team members as required
- Coordinate records management for all events (attendance tracking, RSVP’s)
- Coordinate mailing and distribution of annual report and Year in Review publications
- Coordinate content updates when required for thank you letters, certificates, Gift of Nature material
- Support direct response and e-campaign execution (coordinating components including imagery, content, graphic designer files, target lists)

Community Engagement

- Support coordination of Nature Trust events (Conservation Showcase, property activities, celebrations, more) by assisting with venue rentals, site logistics, guest lists
- Provide general Nature Trust presentations to service clubs, community organizations on request, and seek opportunities for new community outreach opportunities
- Provide support and guidance for third party events (share guidelines, provide appropriate tools, confirm recognition and donation processing)

Qualifications and Education

- Post-secondary education in business, administration
- 1-3 years experience in customer service environment
- Demonstrated experience with databases, data entry, data research
- Experience with event coordination and logistics
- Fundraising and / or non-profit experience an asset.

Job Specific Knowledge and Abilities

- Passionate commitment to customer service
- Exceptional attention to detail
- Demonstrated strength with written communications
- A people person who enjoys building relationships and connections
- Motivated by advancing relationships
- Professional, intuitive and friendly communicator
- Personal interest and connection to nature, the environment and our cause

Working Conditions

This position works in an office environment with regular working hours. Due to the pandemic, our staff team is currently working in a hybrid model, with expectation of periodic office-based work. May require episodic attendance off hours at organization events or volunteer activities.

Application Process

Please submit a cover letter and resume to

Electronically: employment@nsnt.ca

By Mail: Nova Scotia Nature Trust
P.O. Box 284, Station Main
Dartmouth, Nova Scotia B2Y 3Y3

If you have any questions, please contact employment@nsnt.ca or phone (902) 425-5263.

Start Date

As soon as possible. The search committee will begin to consider potential candidates immediately and will continue until the position is filled.

Due to the anticipated volume of applications, we will only be contacting shortlisted candidates. We greatly appreciate your interest in the work of the Nature Trust!

About the Nova Scotia Nature Trust

The Nature Trust is a non-profit land conservation charity dedicated to protecting Nova Scotia's most important natural areas, through private land conservation. We work with private landowners to permanently, legally protect natural areas through conservation agreements, donations, purchase and bequests of land. We then "steward" these lands to ensure their protection in perpetuity, and provide education and engagement opportunities, giving Nova Scotians the knowledge and tools they need to take an active role in protecting the places they love. With more than 25 years of experience, we have a proven track record in protecting Nova Scotia's natural legacy, with over 18,000 acres of outstanding conservation lands protected across more than 130 conservation sites throughout the province. Be a part of the legacy!