

**Trans World Radio Canada  
Donor Services Associate**



TWR Canada is looking for an energetic, enthusiastic Donor Services Associate (DSA) to join our team in a full time (40 hrs/wk) capacity. With a heart to serve others, the DSA is the first point of contact for in-office donors, guests, and volunteers while playing a critical role behind the scenes in managing and strengthening TWR Canada's donor database.

The DSA role oversees the day-to-day function and ongoing development of the donor management system, ensuring clean data, efficient workflows, and alignment with financial and development reporting. The DSA will engage with church and individual donors through phone and email, sharing updates, confirming information, praying for donors, and supporting key campaigns throughout the year. This role blends strong technical understanding of nonprofit donor database systems with relational skills, so our constituents feel reassured, valued and partnered with our Christian ministry.

Type: Permanent, full-time role (40 hrs/week)

Location: London, Ontario (in-office role)

Reports to: Director of Finance & Administration

Salary: \$42,500-\$52,500 annually, based on experience, plus benefits

Application Deadline: May 22, 2026, or until filled (applications to be reviewed on a rolling basis)

**KEY RESPONSIBILITIES:**

**Reception and Donor Care**

- Welcome visitors, donors, and volunteers with warmth and professionalism
- Respond to all general inquiries including both telephone calls and emails, directing appropriately
- Provide donors with accurate and timely information about TWR Canada's mission and work
- Make strategic donor engagement calls to confirm information, share ministry updates, support campaign outreach, and pray with our donors

**Gift Processing**

- Process with accuracy all incoming donations received by mail, online, phone, or at events using our online fundraising and gift-processing platform and our customer relationship management (CRM) database
- Pray with donors over the phone at time of gift processing, communicating shared partnership through their generous giving
- Create, update, and maintain donor profiles and records with precision, ensuring data integrity and confidentiality
- Run regular quality control reports to ensure data is accurate and current, to flag gaps or issues, and to implement improvements in coordination with the digital support specialist
- Prepare and send gift acknowledgments and receipts in a timely manner in compliance with CRA standards
- Reconcile donations with banking information and ensure data alignment between DonorPerfect and QuickBooks in partnership with Finance

**Database Maintenance, Analysis & Reporting**

- Serve as primary administrator for donor database, ensuring system structure supports our organizational needs.
- Identify database issues, propose solutions, and work with digital support to implement

enhancements.

- Maintain key donor and gift database code tables for reporting and to ensure clean integration with our website and financial systems
- Produce user-friendly reports to facilitate data-driven decision-making
- Manage donor segmentation lists and reports for campaigns, mailings, and events

### **Fostering Donor Relations**

- Call donors to advise of upcoming events in their area
- In coordination with the fundraising and donor engagement team, send cards or letters to donors for special occasions, including birthdays, anniversaries, loss of loved ones, as a means of donor encouragement
- Pray with and for donors regularly, seeking opportunities, and share appropriate prayer requests with staff.

*Since no job description can encompass all duties that may be required, we expect all TWR Canada team members to occasionally carry out other responsibilities broadly consistent with those listed in their position description.*

### **QUALIFICATIONS**

#### **Spiritual Alignment**

- Demonstrated alignment with TWR Canada's Statement of Faith, mission and core values
- Spiritually mature Christian with an evident love for God and people
- Demonstrated commitment to personal and corporate prayer as a vital part of the ministry culture and decision-making process, including leading and participating in prayer, devotions and spiritual rhythms of the organization

#### **Education & Experience**

- Minimum 3-5 years' continuous experience working with donor databases, specifically in a nonprofit or ministry environment
- Post-secondary education diploma in administration, business, communications, or a related field preferred
- Proven ability to maintain, improve, and manage donor data systems
- Strong technical understanding of CRM/donor management platforms (DonorPerfect experience is an asset)
- Experience discreetly handling confidential information with knowledge of applicable data privacy law
- Familiarity with CRA receipting standards considered an asset
- High accuracy in data entry, reporting and reconciliation
- Excellent phone and interpersonal skills, to engage donors clearly and warmly
- Personal Skills
- Must be resourceful, flexible and able to work independently with minimal supervision
- Proficiency using the Microsoft 365 Office Suite
- Ability to work in fast-paced environment with excellent time management, multi-tasking, and a can-do attitude
- Chinese language skills would be considered an asset
- Other
- Ability to work extended hours during peak periods, 2-3 times per year, if needed
- Current clear Criminal Record Check
- Legally entitled to work in Canada

### **WORK ENVIRONMENT**

This is a permanent, full-time position (40 hours per week) based in London, Ontario. The role follows core business hours, Monday to Friday, 8:30 am to 5 pm. Occasional evening or weekend hours may be required for TWR events. The desired start date is as soon as possible.

## **COMPENSATION & BENEFITS**

The salary range for this position is \$42,500–\$52,500 per year, based on education and experience. Benefits include:

- Dental, extended health, life insurance, and an Employee Assistance Program (EAP) available after the probationary period
- RRSP contributions
- Three weeks of vacation per year, pro-rated based on start date

## **BONA FIDE OCCUPATIONAL REQUIREMENTS**

The following are considered to be bona fide occupational requirements of this position.

**Faith:** as TWR Canada is a faith-based organization working primarily with Christians and those promoting the Christian faith, the person who holds this position must possess a sincere and enduring Christian faith that aligns with our organization's faith statement. They must be regular attendees of a local Christian community. Annual signing of the statement of faith is required to remain in this position.

**A Christian Lifestyle:** for similar reasons as above, the individual must have a lifestyle consistent with biblical Christianity. Annual signing of the Lifestyle statement is required to remain in this position.

## **ABOUT TWR CANADA:**

Founded in 1973, TWR Canada's mission is to assist the Church in making disciples of all people by sharing Christ through media around the world. Partnering globally and locally, TWR Canada facilitates, creates and supports Christian programming, discipleship resources, and dedicated missionaries, spreading the message of Jesus Christ through radio broadcasts, digital platforms, and face-to-face engagements. TWR Canada impacts lives for Christ through meaningful connections and transformative communications.

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