



## EMPLOYMENT OPPORTUNITY

**Position:** Philanthropy Services Associate

**Location:** Toronto, Ontario

**Date of Posting:** December 23, 2024

**Job Start Date:** Immediate

**Application Deadline:** January 10, 2025

### About Crow's Theatre

Crow's Theatre is Toronto's home for bold, contemporary performance. Distinguished by our commitment to artistic rigour and our dedication to Canadian artists, Crow's is known for our powerful and provocative productions. Since opening Streetcar Crowsnest in 2017, our purpose-built home in the east end, Crow's has produced a series of acclaimed premieres that have resonated widely with audiences and critics alike shattering box office and attendance records. Now in our 41<sup>st</sup> year, Crow's is a vital voice in the Canadian arts landscape creating unforgettable theatre that illuminates the central narratives of our times.

Led by Artistic and General Director Chris Abraham and Executive Director Sherrie Johnson, Crow's Theatre is located at the corner of Carlaw Avenue and Dundas Street East in Toronto's east end. Our home at Streetcar Crowsnest is comprised of four venues for dynamic cultural and community programming: the Guloien Theatre (200 seats); Studio Theatre (80 seats); the Nada Ristich Studio Gallery (80 seats); the full-service Lobby Bar; as well as an onsite restaurant which can accommodate 60 seated indoors and 75 on the outdoor patio.

Crow's Theatre is distinguished as a preeminent cultural organization for its far-reaching imagination, cultural exchange, and grassroots belief that the arts are essential to healthy and thriving communities. Recent celebrated productions include *Natasha, Pierre & The Great Comet of 1812*, *The Master Plan*, *Uncle Vanya*, *Fifteen Dogs*, and *As You Like it, A Radical Retelling by Cliff Cardinal*. These productions and more would not be possible without a talented and passionate team of employees.

### About the Position

Crow's Theatre is seeking a detail-oriented and motivated **Philanthropy Services Associate** to join our dynamic team. This full-time role is ideal for an individual passionate about the performing arts, data management, and donor stewardship, offering the chance to make a meaningful impact at Toronto's premier east-end live performance hub.

Reporting to the **Director of Philanthropy**, and collaborating with the **Senior Philanthropy Manager**, the Philanthropy Services Associate is central to ensuring the smooth operation of Crow's Theatre's fundraising efforts. The role focuses on delivering exceptional customer service to donors and stakeholders, processing and reconciling gifts, managing stewardship processes, conducting prospect research, maintaining the accuracy and integrity of donor data, and providing critical administrative and reporting support to the Philanthropy team.

This position offers an exciting opportunity for a highly organized and tech-savvy individual who thrives on managing details, improving processes, and supporting a vibrant performing arts organization.

### **Key Responsibilities**

- Deliver exceptional customer service as the first point of contact for donors and stakeholders, responding to inquiries via phone and email with accurate information and directing queries appropriately.
- Process all donations (cash, cheques, credit cards, stocks, EFTs, in-kind gifts) while ensuring compliance with established procedures and CRA regulations.
- Issue timely and accurate tax receipts and maintain comprehensive gift tracking and donor records.
- Retain and manage documentation for all donations in accordance with CRA regulations and organizational procedures.
- Maintain and update donor information in the CRM system, ensuring data integrity, accuracy, and completeness.
- Troubleshoot and resolve gift processing issues with the CRM and third-party donation platforms; act as the primary Philanthropy liaison with the CRM provider.
- Collaborate with the Finance team to reconcile donations from third-party platforms and ensure accurate reporting.
- Manage the administrative process for charitable gaming initiatives at Crow's Theatre.
- Manage the donor pipeline document, ensuring updates are logged and moves are tracked in collaboration with the Philanthropy team.
- Draft stewardship materials and oversee the timely execution of the stewardship process to ensure donors are recognized and retained effectively.
- Conduct research and analysis on individual, foundation, and corporate donors to identify new funding opportunities.
- Support event coordination by maintaining invite lists segmented by donor level in our email marketing platform, managing work-back schedules, ensuring timely vendor payments, and coordinating event logistics.
- Assist with the preparation of donor proposals, briefing notes, gift agreements, and pledge invoices.
- Generate and prepare regular reports, queries, and analyses to support Philanthropy team activities.
- Provide administrative support to the Philanthropy team, including special projects as assigned by the Director of Philanthropy.
- Attend Crow's Theatre performances to develop a deep understanding of programming and the organization's mission.

### **Qualifications**

- Minimum 2 years of experience in customer service and administrative roles.
- Knowledge of fundraising principles and CRA charitable giving regulations.
- Experience with fundraising CRM systems, and proficiency in data entry with a high degree of accuracy and attention to detail.
- Strong organizational skills, with the ability to manage multiple priorities and deadlines effectively.
- Technical aptitude and enthusiasm for information management and process improvement.
- Excellent verbal and written communication skills, with a donor-focused approach.
- Adaptability to shifting tactics, strategies, and flexible work schedules, including some evenings and weekends.
- Proficiency in Microsoft 365.
- A self-starter with a proactive mindset, capable of contributing ideas and taking initiative.

### **Compensation**

This is a permanent full-time employment position with a salary commensurate with experience. The position includes participation in Crow's extended health benefits package and pension plan. Standard 40 hours, with occasional evening and weekend availability expected, particularly during show runs.  
Salary Range: \$50,000 - \$60,000

**Application**

To apply, please **email** your detailed resume and a cover letter, in PDF form, to [hire@crowstheatre.com](mailto:hire@crowstheatre.com). Please refer to "Philanthropy Services Associate" in subject line.

Resumes will be reviewed as soon as they are received; only those selected for interviews will be contacted. Thank you to all applicants.

Crow's is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis. We are also committed to building a more equitable, inclusive workplace. We strongly encourage submissions from all qualified individuals regardless of gender, age, race, culture, nationality, family status, sexual orientation, and physical ability. If you require any accommodations during the hiring process, please email us confidentially at [sherrie@crowstheatre.com](mailto:sherrie@crowstheatre.com).