

Donor Choice Coordinator

Permanent, Full-time

At United Way of Calgary and Area, we believe that united, we make the biggest difference. We're strongest when we come together to improve local lives and communities—and when we come together as a team, we passionately propel our mission forward. We're currently looking for a Donor Choice Coordinator to join our dynamic Operations team.

Reporting to the Lead, Donor Services, the Donor Choice Coordinator will perform the entire donor choice function and related duties in an accurate, timely, and professional manner, applying effective internal controls and providing excellent customer service.

If you are passionate about your community, aspire to make an impact, thrive in a fast-paced environment, and want to make a difference, then we're looking for you!

What you will do

- Ensures that all donor information, within internal database, is kept up to date and suitable to carry out the Donor Choice (DC) program.
- Performs all payouts in a timely, accurate and efficient manner.
- Creates the Excel payout files and sends them for approval to the Manager, Donor Services.
- Monitors all aspects of the DC function, communicates the process and timelines with donors and agencies, solves any system errors, and coordinates any necessary refunds/reversals with the accounting team.
- Distributes the cheques, EFT remittances, and recognition letters to agencies and sends fees and annual DC reports to the Manager, Accounting.
- Responsible for effective communication with donors and agency contacts, delivering a high level of customer service.
- Ensures compliance with CRA regulations, internal policies and standards relevant to this position is achieved.
- Investigates outstanding/staled cheques and follow-ups with agencies to ensure proper information is on record.
- Supports the Donor Services Department in regards to data entry, cashiering, filing, organizing, and any other tasks as required.
- Entering and maintaining charity information into Sage, including bank information
- Approves Donor Choice Change Forms and transfers information into Salesforce
- Supports Tomorrow Fund disbursements

What you will bring

Experience:

- Accounting degree or any combination of education and experience will be taken in consideration.
- Minimum 2- 5 years' experience working with large databases and customer service interaction.

Attributes:

- Basic knowledge of accounting standards and application of internal controls using judgement call when needed.
- Knowledge of MS Office – advanced Excel is a must.
- Ability to cope with disruptions, priorities changing, and demanding deadlines.
- Great customer services skills and a positive attitude.
- Strong attention to detail and capable of simultaneously managing several tasks.
- Ability to work as part of a team, as well as individually under minimal supervision.
- Ability to build and maintain relationships with team members and other UW staff.
- Experience in computerized environment using various applications.
- Ability to organize and prioritize work.
- Easily adaptable and a quick learner.
- Good communication and interpersonal skills required.

Work Environment

Our team values the flexibility that hybrid work offers, while also recognizing the importance of in-person collaboration. Our office is located in Calgary and employees are expected to work in the office on Tuesday, Wednesday and Thursday. Our hybrid approach strengthens our culture of collaboration, innovation and learning while being flexible where possible.

United, we make the biggest difference

United Way is a not-for-profit organization that has played a vital role in our community for 85 years.

As a social impact organization, our mission is clear: we mobilize communities for the common purpose of working together to create lasting social change.

In addition to meaningful work where you can have an impact, United Way also offers a comprehensive compensation, benefits and time off package, a hybrid work environment, and a variety of professional development opportunities.

Our Commitment to an Inclusive Culture

We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

To Apply

Send **cover letter, resume and salary expectations** by 4:00 pm January 22, 2026 to hr@calgaryunitedway.org

Subject Line: Donor Choice Coordinator – Your Name.

To learn more about the United Way of Calgary and the Area, please visit our website at www.calgaryunitedway.org.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.