

Development Coordinator

Full-Time Permanent | Winnipeg, MB

The Royal Manitoba Theatre Centre exists to celebrate the widest spectrum of theatre art. Deeply rooted in the province of Manitoba, which gave it life and provides for its growth, Royal MTC aspires to both reflect and engage the community it serves. Canada's oldest regional theatre, Royal MTC produces ten plays at two venues, the Winnipeg Fringe Theatre Festival, extensive engagement, outreach and educational activities, and an annual Regional Tour each season. RoyalMTC.ca

The Development Coordinator plays a key role in supporting Royal MTC's fundraising operations by delivering excellent customer service to donors and maintaining accurate and reliable donor and gift data. This full-time position supports all areas of fund development—including individual and corporate giving, sponsorships, legacy giving, events, and endowment contributions—through database management, reporting, administrative & event support.

This role blends customer service, data entry, CRM management, and administrative tasks to ensure smooth and effective fundraising processes. The ideal candidate is highly organized, detail-oriented, and comfortable managing multiple priorities in a fast-paced environment.

RESPONSIBILITIES

Donor Customer Service, Data Entry & Database Management

- Provide timely, friendly, and proactive customer service to donors, responding to inquiries, resolving issues, and ensuring a positive donor experience.
- Process donations, pledges and payments with accuracy and confidentiality.
- Prepare, issue, and track charitable tax receipts, pledge reminders, acknowledgements, invoices, and donor correspondence.
- Build and maintain campaign structures in Tessitura, including source codes for individual, corporate, endowment, and special event campaigns.
- Develop and document procedures for data entry, reporting and gift processing.
- Create queries, reports, mail merges, and segmented data to support acquisition, stewardship, and recognition.
- Coordinate monthly donations and pledge payments and follow up on lapsed/declined payments.
- Identify opportunities to automate processes and improve efficiency in fundraising operations.

Fund Development Support

- Assist with donor stewardship activities, including thank you letters, recognition lists, and reports.
- Provide administrative support for donor communications, fundraising campaigns and special events.

- Prepare endowment incentive matching grant applications and donor report.
- Support the Director of Development and the fundraising team with other duties as assigned.

QUALIFICATIONS

- Minimum 2+ years of experience working with a fundraising or ticketing CRM/database.
- Experience with Tessitura is a strong asset.
- Experience in non-profit fundraising, gift processing/data entry, and issuing CRA-compliant charitable tax receipts.
- Proficiency in Excel, Microsoft Office, and strong analytical and reporting skills.
- Strong organization and time-management skills with the ability to balance multiple priorities while maintaining outstanding attention to detail.
- Demonstrated customer service skills; comfortable communicating with donors by phone and email.
- Effective written and verbal communication skills.
- Technical knowledge of Structured Query Language (SQL), an asset.
- Familiarity with WordFly or comparable e-mail marketing solutions, an asset.

POSITION DETAILS

This full-time, ongoing position reports to the Director of Development and works closely with the entire Development department as well as with key stakeholders in marketing, ticketing and finance.

The work environment is in-person at Royal MTC's administrative offices in downtown Winnipeg.

Typical work hours are Monday to Friday, 9:00 a.m. to 5:00 p.m., with some evening and weekend work required, particularly around opening nights and special events.

A clear Police Information Check is required upon hire.

SALARY AND BENEFITS

Royal MTC offers a collaborative and fast-paced working environment, complimentary and discounted tickets, and a comprehensive benefits package including an employer paid health benefits plan and a pension matching program.

The salary range for this position is \$40, 000 - \$55,000 (based on a 35-hour work week) commensurate with qualifications and experience.

HOW TO APPLY

Interested candidates are asked to submit their resume and cover letter to the attention of Heidi Struck, Director of Development, with the subject heading "Development Coordinator" to hr@royalmtc.ca by **Wednesday, December 10, 2025**. Applications will be reviewed as received. Applicants must be legally entitled to work in Canada.

As demonstrated by our **Equity, Diversity, Inclusion, and Anti-Racism Commitment to Action**, Royal MTC is on a deliberate and strategic path to creating an inclusive environment for all employees and to becoming an anti-racist organization. We desire to attract a workforce that reflects and shares these values. Recognizing the historic underrepresentation of Indigenous, Black, and People of Colour (IBPOC) in leadership positions, we will prioritize qualified individuals who self-identify as IBPOC.

Royal MTC is committed to accommodating applicants with disabilities throughout the hiring process and will work with all applicants requesting accommodation at any stage. If you require accommodations or have any questions about this role, please email hr@royalmtc.ca.

We thank all candidates for their interest; however, only candidates selected for further consideration will be contacted.