Individual Giving Associate

Full-Time, Ongoing | Winnipeg, MB

The Opportunity

At Royal MTC, individual giving is about more than asking for donations. It is about making it easy for people to support the theatre they love, helping them feel part of something meaningful, and giving them every reason to stay connected.

We are looking for an Individual Giving Associate to help make that happen. Reporting to the Senior Director of Advancement, you will coordinate our annual giving campaigns, including donor renewal, acquisition and monthly giving, across direct mail, email and telephone channels. You will work with colleagues, writers, designers and suppliers to bring campaigns together, keep them on track and make sure the details are right.

Just as importantly, you will be a welcoming point of contact for our donors. Whether you are responding to a question, helping with tickets, reaching out to someone who has not given in a while, or greeting a supporter at a performance, you will help people feel genuinely valued. This is a hands-on role combining campaign coordination, donor care and a real love of the arts.

You will be part of a team helping people invest in artists, stories and the future of Manitoba theatre. You will get to know the people who care about Royal MTC, see the work they make possible and contribute directly to a theatre that aspires to be welcoming and relevant to all Manitobans.

Why Join Royal MTC?

Royal Manitoba Theatre Centre (Royal MTC) exists to hold an open door to all Manitobans, to share stories that connect us to each other and to our world. Deeply rooted in Manitoba, we envision MTC as Canada's preeminent regional theatre, delivering unrivalled excellence and inspiring Manitobans through the transformative power of storytelling.

As Canada's oldest English-language regional theatre and Manitoba's flagship theatre organization, Royal MTC produces a ten-play season, the Winnipeg Fringe Theatre Festival, an annual Regional Tour, and a range of programs that engage communities across Manitoba that reach hundreds of thousands of people each year.

Royal Manitoba Theatre Centre is proud to call Manitoba home. Royal MTC is located in Winnipeg on Treaty 1, the traditional territory of the Anishinaabeg, Inninewak, Anishinewak, Dakota Oyate, and Denesuline, and the National Homeland of the Red River Métis. We are thankful for the benefits sharing this land has afforded us, acknowledge the responsibilities of the Treaties, and embrace the opportunity to partner with Indigenous communities in spirit of reconciliation and collaboration.

Learn more at **www.RoyalMTC.ca**.

Who You Are

You are someone who loves a well-run project and a good conversation in equal measure. You can juggle a campaign calendar, proof a communique, and speak with a donor without losing sight of what matters. You are organized, proactive and meticulous, but never so focused on the process that you forget the person on the other end of it.

You are naturally welcoming. You listen, remember the little things and take pleasure in making someone's experience better than they expected. You enjoy meeting people, you are comfortable picking up the phone, and you believe that exceptional hospitality is built on care, curiosity and follow-through.

What You Will Be Doing

- Coordinate annual giving campaigns, including donor renewal, acquisition and monthly giving, across mail, email and phone. Manage schedules, lists, segmentation, suppliers, approvals and follow-up so campaigns are delivered accurately and on time.
- Work with Marketing & Communications, writers and designers to brief, assemble, proof and deliver fundraising appeals and donor communications. You will coordinate the work, not be expected to be the principal copywriter or designer.
- Provide outstanding service to donors by phone, email and in person. Respond to questions, help resolve issues and work with the Box Office and other colleagues to make a donor's theatre experience seamless.
- Follow up personally with donors and selected patrons, including first-time supporters, lapsed donors and audience members who may welcome a closer connection with Royal MTC.
- Help deliver thoughtful stewardship and recognition: timely thank-yous, personal touches, appropriate invitations and a warm welcome at performances, working alongside the colleagues responsible for events.
- Use donor and ticketing information to understand audiences, identify useful segments and opportunities for follow-up, and share insights with the wider Advancement team.
- Keep donor records complete and accurate in our CRM, track campaign responses and results, and help improve how we work from one campaign to the next.

A Week in the Life

You might start the week checking the final details of a direct-mail appeal, then work with the marketing team on an email campaign. You could spend the afternoon calling donors who have not renewed, helping a supporter sort out their tickets, or reviewing a list of first-time patrons for personal follow-up. Later in the week you might test a new approach for monthly giving, check campaign results in Tessitura and welcome a donor at an evening performance. No two days will be quite the same, and that is one of the major reasons you enjoy this work so much.

What Will Make You Successful

You combine attention to detail with genuine warmth. You follow through, meet deadlines and notice problems before they become problems. You are curious about people and what matters to them, and you are always looking for that small, thoughtful thing that goes above and beyond. You work easily across teams, take ownership of the work in front of you and care just as much about the donor experience as the campaign result.

What Success Will Look Like

Campaigns run smoothly and on schedule. More people choose to give, renew or become monthly donors. Donors receive a level of care that makes them feel recognized and eager to return. Our records are reliable, our follow-up is thoughtful, and colleagues know they can count on you to get the details right.

Experience and Capabilities

- Around three to five years of fundraising experience, including practical involvement in annual giving, direct-response fundraising or donor campaigns.
- Strong project management and organizational skills, with the ability to coordinate multiple moving parts and keep to deadlines.
- Excellent interpersonal and verbal communication skills; confident and engaging on the phone, in person and in writing.
- A genuine service mindset, sound judgment and an eye for opportunities to make a donor's experience exceptional.
- Comfort working with data, donor databases and CRM systems; experience with Tessitura is an asset.
- A passion for theatre and the arts. Experience in performing arts is welcome, but strong candidates from other charitable sectors are encouraged to apply.

Position Details and Benefits

This full-time, ongoing role reports to the Senior Director of Advancement and is based in our in-person workplace in downtown Winnipeg. Typical hours are Monday to Friday, 9:00 a.m. to 5:00 p.m., with some evenings and weekends for performances, donor activities and organizational events. Candidates must be legally entitled to work in Canada and provide a satisfactory Police Information Check upon hire.

Salary range: $50,000-70,000 per year, commensurate with experience. Royal MTC offers a benefits package, retirement savings program, professional development support, and complimentary and discounted tickets to productions.

How to Apply

Please send your cover letter and résumé to **hr@royalmtc.ca**, attention **Evan Klassen, Executive Director**, with the subject line "Individual Giving Associate." All applications will be reviewed as received, and will be accepted until **Friday, December 4, 2026.** We appreciate the time and care invested in every application and will contact candidates selected for an interview.

If you have previously worked, volunteered or contracted with Royal MTC, please let us know in your application.

Inclusion and Access

We believe great theatre is created by teams with diverse perspectives and lived experiences. Royal MTC is committed to building an inclusive workplace where everyone feels welcome, respected and supported to do their best work. We encourage applications from Indigenous, Black and People of Colour, persons with disabilities, members of the 2SLGBTQIA+ community, and candidates from other equity-deserving groups.

Royal MTC is committed to accommodating applicants with disabilities throughout the hiring process. If you require accommodation at any stage, please contact hr@royalmtc.ca.