

Fund Administration and Impact Coordinator

Location: Option to be based out of our Calgary or Abbotsford offices.

Type: Full-Time (40 hrs/week), hybrid work environment.

Reports To: Western Region Director, Generosity and Impact

Direct Reports: None

Growth Opportunity: After one-year of proven fund administration capability, the role is designed to develop into a **Generosity and Impact Coordinator**

Are you motivated by meaningful work where precision and purpose go hand in hand? This position is designed for those looking to build a career where administration fuels real impact.

POSITION OVERVIEW

The Fund Administration and Impact Coordinator provides comprehensive fund administration and administrative support for the region while contributing to donor stewardship and charity engagement activities. This role is responsible for ensuring accurate records, timely processing of transactions, and a high-quality service experience for fundholders. In addition, the Coordinator supports their regional Generosity and Impact Team through preparation, coordination, and follow-up activities related to donor and charity relationships.

This position plays a key role in the day-to-day operational effectiveness of the region and contributes to advancing donor generosity and charitable impact through reliable administration and developing advisory support.

KEY RESPONSIBILITIES

Fund Administration

1. **Process Donor Transactions:** Process recommended disbursements and gift acceptance in compliance with organizational policy and process (often acting as the bridge between Generosity and Impact Advisors, donors / charities, and the Finance Department), ensuring accuracy, timeliness, and appropriate documentation.
2. **Maintain Accurate Records and CRM Management:** Manage donor, fund, and charity records in CRM systems. Ensure files are complete, accurate and current to support Generosity Plans® and Charity Partnership Funds.



3. **Deliver Exceptional Fundholder Service:** Respond promptly, professionally, and with a donor-centred approach to fundholder inquiries via email, phone, or walk-in. Inquiries from donors may include donation or disbursement status updates, tax receipts, or changes to contact information. Inquiries from charities may include guiding charities on getting set up to receive donations and corresponding throughout the disbursement process.
4. **Support Regional Operations:** Prepare correspondence and reports as required. Receive and distribute mail, faxes, and emails. Ensure office systems, supplies, and workflows support a productive regional environment.
5. **Enable Team Effectiveness:** Proactively anticipate administrative needs, share information, and support smooth workflows for the region.

Generosity and Impact Coordinator

The responsibilities listed below will be introduced gradually after proven fund administration capability, in a supportive, development-focused environment. (Anticipated first year will be solely focused on Fund Administration responsibilities.)

1. **Advisor Support and Preparation:** Prepare background materials, donor summaries, reports, and follow-up documentation for Generosity and Impact Advisors and Director.
2. **Donor and Charity Engagement Support:** Participate in or lead select donor or charity meetings, with responsibility for follow-up actions and documentation.
3. **Donor Stewardship:** Manage routine donor touchpoints such as acknowledgements, information requests, scheduling, and basic follow-up communications.
4. **Generosity Plan and Charity Partnership Fund Assistance:** Support the preparation and implementation of Generosity Plans and Charity Partnership Funds, including data collection, tracking, and coordination.
5. **Learning and Professional Development:** Engage in ongoing learning related to generosity, philanthropy, donor stewardship, and charitable impact, with a clear growth pathway toward an Advisor role.

QUALIFICATIONS

Experience, Qualifications and Expertise

Required

- Previous experience in administrative, operations, or client service support roles
- Intermediate working experience with Microsoft Office 365 (Word, Excel, PowerPoint, Outlook, SharePoint)
- Experience working with CRM or database systems



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Preferred / Developmental

- Exposure to fundraising, donor relations, customer service, finance, or client advisory environments
- Interest and understanding of the Canadian charitable sector, generosity, philanthropy, or charitable impact

Skills and Attributes

- Highly detail-oriented with strong organizational skills
- Excellent verbal and written communication skills, demonstrating professionalism, integrity, and discretion in all interactions
- Able to manage competing priorities and adapt in a changing environment while also able to process routine tasks
- Demonstrates professionalism, integrity, discretion, and sound judgement
- Strong interpersonal skills with ability to communicate with donors and partners tactfully and confidently
- Self-starter who works independently while contributing effectively to a team
- Curiosity and willingness to learn donor engagement and generosity practices

WHAT TO EXPECT AND NEXT STEPS

What We Offer

Working at Abundance Canada means committing to the mission and values of the charitable sector, including transparency, accountability, and service excellence. You will be joining a close-knit team that combines their passion for community, their skills and expertise to advance strategic gift planning in Canada to impact communities around the world.

The hiring salary for this position is \$48,500 - \$54,500 per year along with a comprehensive benefits package.

Our Recruitment Process

Qualified applicants should submit their resume and cover letter care of Courtney Feldman, Director, Capacity Building and Strategy at cfeldman@abundance.ca.

Applications will be reviewed as they are received, but we encourage applying by April 19, 2026 for full consideration. All inquiries and applications will be held in strict confidence.



We are committed to a fair, transparent, and accessible hiring experience. Here's what you can expect:

1. **Application Review** – Our team will carefully review all applications against the posted qualifications.
2. **Initial Call** – Shortlisted candidates will be invited to a brief phone call to confirm qualifications noted in application.
3. **Initial Interview** – Shortlisted candidates will be invited to an interview to discuss technical skills and experience.
4. **Second Stage** – Finalists will complete a brief skills assessment and participate in a short in-person interview focused on alignment with organizational culture.
5. **Decision and Feedback** – We aim to provide updates at each stage.

Accommodations are available on request for candidates taking part in all stages of the selection process. If you require any accommodations, please contact Courtney Feldman, Director, Capacity Building and Strategy at cfeldman@abundance.ca, or by phone at 204-488-1985.

We thank all applicants for their interest. Only candidates selected for an initial call and future interviews will be contacted.

ABOUT ABUNDANCE CANADA

At Abundance Canada, we believe that generosity changes everything[®]. It is transformational for both donor and recipient. We have been supporting donor-advised funds for over 50 years, making us a leading authority in the Canadian gift planning sector. Beyond our financial acuity, we are pioneers in ethical and responsible investing, ensuring that our investment policies embrace social responsibility.

Thinking outside the box to maximize charitable dollars to effect change is something our team excels at. Through the generosity of our donors, Abundance Canada has supported over half a billion in grants since our inception.

We are in an exciting period of our history as we reimagine what it looks like to support community impact in Canada. Join our quickly growing team and help us achieve a future defined by sustainable, world-changing generosity.

Abundance Canada is a national public foundation registered with the Canada Revenue Agency and accredited by Imagine Canada for excellence in nonprofit accountability, transparency, and governance.



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