

JOB POSTING: Account Manager

Client management, administrative support, and program delivery for fundraising firm serving progressive organizations.

About the role:

We're seeking an Account Manager to join the Fundraising team at Stratcom to maintain strong relationships with our progressive not-for-profit and charity clients, and to deliver the innovative fundraising (especially telefundraising) strategies that enable them to fulfill their missions.

You'll manage client relationships and telefundraising program delivery for a portfolio of smaller accounts, and provide key administrative support to Client Managers overseeing larger accounts.

Core Responsibilities:

- Client program management, including strategy, scriptwriting, caller briefings, list segmentation, results analysis, and campaign reporting.
- Client relationship management, including regular communication and annual program planning, with the aim to deliver strong results and increase annual volumes.
- Administrative support for larger client accounts, including reporting, developing presentations, communicating with client and internal teams.

About us:

Stratcom is an award-winning Canadian fundraising firm that serves a wide range of non-profit sectors, including health, environmental, international aid and development, social justice, advocacy, and arts organizations.

About you:

Our Account Manager position would be a good opportunity for someone with administrative experience growing into an account and program management role; someone with in-house fundraising experience shifting to an agency setting; or someone with a telefundraising/call centre background moving into client management.

The ideal person for this role is:

- Passionate about helping progressive organizations create a positive impact.
- Service-oriented and highly organized with good attention to detail.
- Able to adapt and thrive in a dynamic environment.

To be considered for this role, here are the skills and experience we're looking for:

- 1+ years of relevant experience, ideally in fundraising and/or client management in the non-profit sector.
- Ability to work independently and collaboratively in a remote/hybrid setting.
- Effective written and verbal communication skills in English.
- Intermediate proficiency in Microsoft Excel, PowerPoint, and Word.
- Ability to learn and use productivity software and web-based tools.
- Comfort and/or interest in working with data.
- Adept at building and managing professional relationships.

You'll really stand out as a candidate if:

- You have experience with telefundraising or in a call centre environment.
- You have experience managing and analyzing large datasets in Microsoft Excel.
- You are bilingual (English/French).

Other things to know:

This is a full-time position, working standard business hours in a Canadian time zone.

Salary:

\$55,000 to \$65,000, depending on experience.

Location:

- This position will primarily work remotely, with the option of a hybrid-working arrangement for candidates located in Toronto or Vancouver, where Stratcom's offices are located.
- Occasional travel may be required.

To apply:

- [Click here to complete the application form](#), which will require you to answer a few questions and to provide either your LinkedIn profile or your CV.
- If you're selected for a screening interview, we'll contact you within 1 week.

We recognize that women, visible minorities, Indigenous peoples, people with disabilities and other equity-deserving groups are less likely to apply if they do not meet most of the qualifications. Stratcom finds strength in an environment of diversity, equity, and inclusion. We recognize that lived experience is as valuable as formal education and strongly encourage people from equity-deserving groups who can see themselves in this role to apply. Applicants requiring accommodation because of a disability or medical need are asked to make their needs known in advance.