



## Job Description

<b>Job title</b>	<i>Manager of Development and Retail Services</i>
<b>Reports to</b>	<i>Executive Director</i>

### Job purpose

Under the direction of the Executive Director, the *Manager of Development and Retail Services* assumes the responsibilities for developing and implementing strategies that drive revenue growth by setting revenue targets; managing donor portfolios; organizing fundraising events; cultivating relationships with individual, corporate, and foundation supporters; ensure that commercial activities align with the center's mission, values and objectives and manage volunteer program staff.

### Duties and responsibilities

#### **Development 60%**

- Collaborate with all departments to diversify and increase own source revenue
- Coordinate major fundraising initiatives, such as GivingTuesday, and the planning and implementation of marketing for these initiatives
- Manage donor relations including recognition and communication
- Maintain and report on all records and databases related to fundraising and development initiatives including, donor recognition program and timely and accurate data records
- Manage all correspondences and administration related to donor management and develop all materials for communication updates, such as donor e-newsletter
- Conduct outreach presentations in accordance with organization's fundraising initiatives
- Establish Corporate Sponsorships for exhibitions, programming, and events, maintain all administration and correspondences, and ensure all contractual obligations are fulfilled
- Manage and direct the work of the WCC Volunteer Co-ordinator with the goal of increasing non-monetary donations and community support of the centre.
- Work with the WCC finance department to ensure recognition and tracking of donations including issuing of tax forms.

#### **Gift Shop 25%**

- Oversee inventory purchases and vendor contracts for the museum gift shop, establish new vendors, and maintain up-to-date financial reporting
- Supervise front desk staff and ensure they have the resources and skills to undertake their work.
- Oversee Point of sale and inventory management including online commerce.

#### **Other 15%**

- Manage staff and support their professional development, workplan deliverables and wellbeing.
- Creation of reports to be reviewed by the Board of Directors.
- Other duties as assigned



### Qualifications

- Undergraduate Degree or equivalent in Development, Marketing, Museum Studies or Cultural Management with a minimum of 3 years' experience in a related workplace.
- Knowledge of Indigenous histories and cultures of Southwestern Ontario and experience working in/with Indigenous nations.
- Experience managing staff, projects and budgets.
- Experience in fundraising in the public and/or private sectors.
- Proven ability to oversee a retail environment.
- Ability to work with software including: WordPress, Microsoft and Google applications, email delivery and management platforms (Mailchimp), Canada Helps (donor management software) and POS software (Square, Moneris).
- Strong creative copywriting skills with a commitment to quality and detail.
- High degree of professionalism with outstanding ability to work effectively and efficiently with colleagues at all levels of an organization.
- Ability to handle multiple assignments simultaneously and meet tight deadlines.
- Graphic design skills and proficiency with Photoshop/Illustrator/InDesign/Canva an asset.

### Working conditions

Regular hours are Monday to Friday 9am to 4:30 pm , 37.5 hour a week; attendance for specialized events and programming may require travel and work outside of regular hours.

### Physical requirements

The *Manager of Development and Marketing* may include *prolonged sitting at a desk* as well as standing for long periods of time; minimal lifting of tables, chairs, boxes etc. up to 40lbs.

<b>Approved by:</b>	<i>Heather George</i>
<b>Date approved:</b>	<i>2026-01-14</i>
<b>Reviewed:</b>	



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## **JOB POSTING**

**Posting Period:** Accepting internal candidates until Feb 6<sup>th</sup>2026. Accepting external candidates starting Feb 6<sup>th</sup> 2026 until filled.

**Position:** Manager of Development and Retail Services

**Location:** Woodland Cultural Centre

**Job Status:** Full time, permanent

**Hours of Work:** 37.5 hrs/week, occasional weekends and evenings

**Salary Range:** The expected salary range for this position is \$62,000.0 up to \$66,000.00 annually for highly experienced candidates. Actual pay will depend on experience and qualifications.

## **SUMMARY**

Reporting to the Executive Director the Manager of Development and Retail Services is an innovative and energetic professional who works closely with all departments of the Cultural Centre. They are instrumental in supporting the financial wellbeing of the organization and fostering a culture of philanthropy. The Manager of Development and Retail Services plans, coordinates and assures implementation of strategies to develop supporters and raise revenues to support the organization's mission and goals including seeking foundation support, securing sponsorships, overseeing individual giving and memberships, leading fundraising events, and supporting the volunteer program. Additionally, the Manager of Development and Retail Services oversees day-to-day operations of the Museum's gift shop, managing the merchandising and POS of the Woodland Cultural Centre with the intention to strategically improve the Museum's in-house and online retail and admissions activities.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Develop new fundraising campaigns;
- Oversee Donor Management System;
- Develop, proposals, sponsorship decks, and stewardship materials;
- Build and maintain relationships with donors and sponsors;
- Oversee the Volunteer program staff;
- Manage gift shop inventory and POS;
- Support departments across the Centre to reach their fundraising goals and needs

## **QUALIFICATIONS**

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- Experience managing staff, projects and budgets.
- Experience in fundraising in the public and/or private sectors.
- Proven ability to oversee a retail environment.

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- Ability to work with software including: WordPress, Microsoft and Google applications, email delivery and management platforms (Mailchimp), Canada Helps (donor management software) and POS software (Square, Moneris).
- Strong creative copywriting skills with a commitment to quality and detail.
- High degree of professionalism with outstanding ability to work effectively and efficiently with colleagues at all levels of an organization.
- Ability to handle multiple assignments simultaneously and meet tight deadlines.
- Graphic design skills and proficiency with Photoshop/Illustrator/InDesign/Canva an asset.

\*\*\*For a full description of the Essential Duties & Responsibilities and Education/Experience, please refer to attached Job Description for further details\*\*\*

**SUBMISSION PROCESS:**

All applicants for this position should submit a cover letter, resume, and three references.

Preference will be given to applicants of Indigenous heritage.

Closing Date: Until Filled

**If interested, please send cover letter and resumé with references to:**

Woodland Cultural Centre  
184 Mohawk Street, Brantford, ON, N3S 2X2

Administrative Assistant  
(519) 759-2650  
administration@woodlandculturalcentre.ca

**Please Note:**

- Only those applicants who meet the qualifications will be contacted for an interview
- References will be contacted following successful interviews
- Police Record Check and copies of education will be required at the time of Offer of Employment

**Nia:wen/Thank You**

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