

## Helen Keller Intl Job Announcement

### Officer, Donor Communications

*Remote – to be based in any US location where Helen Keller is an established employer.*

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities that are striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition, and clear vision, we help millions of people create lasting change in their own lives. Working in 20 countries – across Africa, Asia, Europe, and the United States – and together with a global community of supporters, we ensure every person has the opportunity – as Helen did – to reach their true potential.

We're seeking a mission-driven and strategic Officer, Donor Communications, to craft compelling content that inspires giving and builds lasting relationships with donors at all levels. This role will focus on translating campaign messages and people-first stories into donor-facing content across email, direct mail, stewardship communications, and appeals.

The ideal candidate is a skilled storyteller and editor with a deep understanding of donor engagement and experience developing content across channels that motivates action.

### Functional Relationships

The Officer, Donor Communications, will join Helen Keller's newly formed Center for Marketing and Branding and report to the Manager, Content Marketing. S/he will partner closely with the individual giving team as its priority client, as well as support business development and country teams.

### Key Responsibilities

- Serve as the focal point for all donor communication needs, liaising closely between internal clients and the Center for Marketing and Branding team.
- Partner closely with the Manager, Direct Mail, to support content development for direct mail and acquisition campaigns.
- Write compelling donor communications, including direct mail appeals, email campaigns, donor stewardship messages, and case materials that support fundraising and donor retention goals.
- Support business development and institutional giving efforts with donor-centric case statements, messaging frameworks, and related content needs.
- Translate complex programmatic or technical content and adapt story-driven content into clear, accessible, and emotionally resonant stories tailored for donor audiences.
- Uphold Helen Keller's brand and voice in all donor communications, ensuring consistency and integrity across channels.
- Apply best practices in fundraising communication and donor engagement to strengthen content effectiveness.
- Contribute to content planning and campaign calendars; monitor performance metrics and support continuous improvement of donor messaging.

## Qualifications

For our team to be a great fit for you, the following qualifications should resonate with you:

- Education: Degree in marketing, communications, journalism, nonprofit management, or related field.
- Experience: 4-6 years of experience writing for donor audiences as part of a fundraising team, ideally at an international organization.
- Exceptional writing, storytelling, and editing skills, with a portfolio that demonstrates the ability to craft persuasive, people-first content for a wide range of donor audiences.
- Experience with direct response (direct mail/email) fundraising communications. Experience working as a fundraising generalist who has supported communication for donors at all levels preferred.
- Familiarity with donor engagement strategies across digital and print channels.
- Excellent project management, collaboration, and relationship-building skills.
- Collaborative, flexible, and solution-oriented. Ability to maintain balance when under stress.
- Ability and willingness to flex work hours to accommodate multiple time zones. Core work hours are expected to follow Eastern Standard Time (US).
- Proficiency in French is a plus.

## Fairness, Belonging and Zero Tolerance to Abuse

As a member of the Helen Keller Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.
- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values.

## Compensation

The full-time annualized midpoint of the salary range for this position is \$85,000. Helen Keller offers a comprehensive benefits package, including health coverage, paid leave, retirement savings with employer match, and professional development. Specific offerings may vary by country in accordance with local laws.

## To Apply

Qualified candidates should submit a cover letter and resume to [HKI.Recruitment@hki.org](mailto:HKI.Recruitment@hki.org). Applications will be accepted until the position is filled.

In the spirit of the extraordinary ability and vision of our founder, Helen Keller Intl fosters an environment of fairness and belonging for our workforce.

Helen Keller Intl is an Equal Opportunity Employer. We are committed to the principles of equal employment opportunity for all employees and applicants for employment.