



## A Career Opportunity

At UNICEF, we work tirelessly to ensure children survive, wherever children's lives are at risk. As part of the UN, we are active in more countries and have saved more children's lives than any other humanitarian organization.

By embarking on an ambitious campaign, we will reach every child, even those in the most remote and hard-to-reach places with the essentials that every child and every family needs to survive. Because no child is too far.

Consider joining us as our:

### **Bilingual Donor Engagement Officer**

(Permanent, Full-time, flexible location – Montreal or Toronto)

The Bilingual Donor Engagement Officer is responsible for providing inspiration and support through dynamic communications and engagement to our supporters / donors. Some of the high level responsibilities include building supporter confidence and trust in the UNICEF brand, increasing satisfaction with supporters through day-to-day exchanges and solutions as well as creating supporter loyalty in order to attain a long term relationship through excellent donor servicing and interaction with other departments.

The responsibilities of the position will include (but not limited to):

#### *Customer Service (70%)*

- Represent the UNICEF brand mission and values through verbal and written communication.
- Perform inbound & outbound call management providing First Call Resolution.
- Utilize opportunities to cross promote programs.
- Answer supporter / donor correspondence (mail, e-mail).
- Support acquisition & loyalty campaigns by cross promotion and upselling.
- Build on partnerships and promotions by informing supporters.
- Translate information / materials required for administration.

#### *Data Entry/Processing (30%)*

- Respond to supporter / donor inquiries regarding tax receipts, donation processing, order status, address changes, changes to monthly giving.
- Accurately process donations in a timely manner as required.
- Accurately process supporter orders as required.
- Administrative duties as assigned.
- Ensure that all training documentation is current and updated as required.





The ideal candidate will have:

- A Secondary School Diploma.
- A minimum of three (3) years of previous call centre / customer service experience.
- Fluency in English and French.
- Experience with MS Office (Word, Excel, PowerPoint, Outlook) and Raiser's Edge.
- The ability to multi-task and thrive in a fast paced environment, problem-solve and effectively provide donors with customized solutions.
- Strong time management skills.
- The ability to work collaboratively with multiple departments.
- Experience in drafting formal business correspondence and accurately entering information in various databases.

For consideration, please submit your resume and cover letter to [careers@unicef.ca](mailto:careers@unicef.ca) by **December 13, 2016**. Please attach your cover letter (including salary expectations) and resume as one document and reference "**Bilingual Donor Engagement Officer**" clearly in the subject heading.

UNICEF Canada sincerely thanks all applicants for their expressed interest in this opportunity, however, only those selected for an interview will be contacted.

Consistent with our Child Protection Policy, the successful candidate must receive clearance by a police background check, including a vulnerable sector screen.

UNICEF Canada is an inclusive workplace and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the requirements for the position.

