



## 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 Representative** **(4 positions – 2 based in Toronto, 2 based in Montreal)** *(F/T contract, 10 weeks starting October 21, 2014)*

Reporting to the Manager, Donor Engagement & Administration, the Bilingual Donor Engagement Representative is responsible to provide inspiration and support through dynamic communications and engagement to our supporters / donors.

In this role, you will: perform inbound & outbound call management providing First Call Resolution while utilizing opportunities to cross promote programs; answer supporter / donor correspondence (mail, e-mail); support acquisition & loyalty campaigns in order to build on partnerships and promotions and, translate information / materials required for administration.

Day to day responsibilities will be varied including: response to supporter / donor inquiries regarding tax receipts, donation processing, order status updates, adjustments to monthly giving files and merging of records.

#### **The ideal candidate:**

- Is a Secondary School Graduate
- Has a minimum of 2 years experience in a call centre / customer service environment
- Has excellent verbal and written communication skills in both English and French
- Has excellent multi-tasking abilities and thrives in a fast paced environment
- Has strong time management skills and Listening Skills
- Must be able to draft formal business correspondence and accurately enter information in various databases
- Has the ability to problem-solve and effectively provide donors with customized solutions
- Has experience working with MS Office (Word, Excel, PowerPoint, Outlook), Raiser's Edge and Convio

For consideration, please submit your resume and cover letter, with salary expectations, to [careers@unicef.ca](mailto:careers@unicef.ca) by **Friday, August 29<sup>th</sup> 2014**. Please attach your cover letter and resume as one document, and reference the title of the position clearly in the subject heading.