



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 (2 positions – flexible location – Toronto or Montreal)

(11 week contract starting October 19, 2015)

The Bilingual Donor Engagement Representative is responsible for providing inspiration and support through dynamic communications and engagement to our supporters / donors.

In this role, you will: represent the UNICEF brand, mission and values; 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 include: 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
- Must have 2 years experience in a call centre environment
- Is fluent in English and French
- Has experience working with MS Office (Word, Excel, PowerPoint, Outlook), Raiser's Edge and Convio
- Has excellent multi-tasking abilities and time management 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



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For consideration, please submit your resume and cover letter to careers@unicef.ca. Please attach your cover letter (including salary expectations) and resume as one document and reference **“Bilingual Donor Engagement Representative”** 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.



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