



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 Agent **(4 positions – flexible location – Toronto or Montreal)** (10 week contract starting October 15, 2018)

The Bilingual Donor Agent 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:

- Responding to supporter / donor inquiries regarding tax receipts
- Processing donation processing, order status updates, adjustments to monthly giving files and merging of records
- Data entry
- Performing other related duties and assignments as required



UNICEF Canada is one of 220 charities in Canada accredited by Imagine Canada for excellence in nonprofit accountability, transparency and governance.



The ideal candidate will have:

- A secondary school diploma
- A minimum of one (1) year relevant experience in a customer service, donor relations or call centre role
- Fluency in English and French
- Superior customer service skills and listening skills
- Experience with working against Service level agreements (SLA)
- Strong communication skills, both orally and in writing (formal business correspondence)
- Knowledge of MS Office (Word, Excel, PowerPoint, Outlook)
- Knowledge of Raiser's Edge (an asset)
- Knowledge of Engaging Network and Cisco (an asset)
- Excellent multi-tasking abilities and time management skills
- Excellent attention to detail
- Strong problem solving ability to effectively provide donors with personalized solutions
- Ability to work collaboratively with teams

For consideration, please submit your resume and cover letter to careers@unicef.ca by **August 20, 2018**. Please attach your cover letter (including salary expectations) and resume as one document and reference **"Bilingual Donor Agent"** 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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