



A Career Opportunity

UNICEF is the world's farthest-reaching humanitarian organization for children. Across 190 countries and territories, and in the world's toughest places, we work day in and day out to help children survive. To defend their rights. To keep them protected, healthy and educated. To give them a fair chance to fulfil their potential. Our work for every child relies entirely on voluntary support, including donations from generous Canadians.

Bilingual Supporter Care Officer

(1 year contract; Full-time; based in Montreal or Calgary)

The Bilingual Supporter Care Officer is responsible to provide 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 interactions.

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

Customer Service (85%)

- Perform outbound calls to supporters welcoming them and gathering additional information (i.e.) motivations for giving, interests
- Perform high value thank you calls to supporters (over \$1,000)
- Donation reminders for high value supporters
- Perform follow-up calls with legacy prospects to confirm support
- Help build loyalty by informing supporters of other giving options and programs such as Survival Gift, Marketplace, Legacy and petitions
- Represent the UNICEF brand mission and values through verbal and written communication

Data Entry/Processing (15%)

- Respond to supporter / donor inquiries via phone, mail and email
- Accurately process donations in a timely manner as required
- Administrative duties as assigned



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 2-3 years of previous call centre / customer service experience
- Fluency in English and French (verbal and written communication skills)
- MS Office (Word, Excel, PowerPoint, Outlook), Raiser's Edge
- Familiarity with Not For Profit organizations
- The Ability to work in a fast-paced environment, prioritize and multi-task with strong time management skills
- Experience drafting formal business correspondence
- Experience with Raiser's Edge (RE) or similar relational databases
- The ability to work independently
- Effective Listening Skills
- The ability to problem-solve and effectively provide donors with customized solutions

Salary range: \$44,000 to \$51,000 per year.

For consideration, please submit your resume and cover letter to careers@unicef.ca **by November 26, 2019**. Please attach your cover letter (including salary expectations) and resume as one document and reference "**Bilingual Supporter Care 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.



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