



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 Donor Engagement Officer

(Permanent; Full-time; based in Calgary)

Based in Calgary, the Bilingual Donor Engagement Officer provides inspiration and support through dynamic communications and engagement to our supporters and donors. This role will build confidence and trust in the UNICEF brand, increase satisfaction with supporters and donors through day-to-day exchanges and solutions as well as create and foster loyalty to attain a long term relationships through excellent customer service. The position will also provide administrative support for the Calgary Office.

The responsibilities of the position will include:

Customer Service (60%)

- Perform inbound & outbound call management providing First Call Resolution
- Represent the UNICEF brand mission and values through verbal and written communication
- Utilize opportunities to cross promote programs
- Liaise with other departments to optimize customer service for supporters and donors
- Answer supporter and donor correspondence (mail, e-mail)
- Support acquisition & loyalty campaigns by cross promotion and upselling
- Build on partnerships and promotions by informing supporters and donors about current initiatives
- Translate information / materials as required for administration purposes
- Transfer inquiries to appropriate UNICEF Canada staff members
- Assist with follow-up correspondence/communication with supporters and donors.

Data Entry & Processing (20%)

- Respond to supporter and 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 and donor orders, as required
- Administrative duties as assigned
- Ensure that all training documentation is current and updated, as required



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- Recommends, implements and communicates procedural changes to improve supporter and donor administration

Calgary Office Support (20%)

- Welcome visitors and provide reception support
- Fulfill office services needs for the office (i.e.) processing mail/courier, ordering office supplies, ensuring good working condition of office equipment, liaise with various vendors

The ideal candidate will have:

- A Secondary School Diploma
- A minimum of 3 years previous call centre / customer service experience
- Bilingualism in English and French
- MS Office (Word, Excel, PowerPoint, Outlook), Raiser's Edge
- Excellent verbal and written communication skills in both English and French
- Excellent at multi-tasking and thrives in a fast paced environment
- Strong time management skills
- Strong follow-through on individual and team projects
- Demonstrated ability to work collaboratively with multiple departments
- Experience drafting formal business correspondence and accurately entering information in various databases.
- Effective Listening Skills
- Proactive ability to problem-solve and effectively provide supporters and donors with customized solutions

Salary range \$43,500 to \$51,000 per year.

For consideration, please submit your resume and cover letter to careers@unicef.ca by **January 26, 2021**. 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 Safeguarding 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 diversity, equity, inclusion and accessibility. 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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