



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 (Permanent; Full-time; Flexible location)

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 inbound call and email management providing First Call Resolution.
- Support the pledge program with outbound save calls to donors in non-payment.
- Perform outbound calls to supporters welcoming them and gathering additional information such as motivations for giving and interests.
- Perform high value thank you calls and upgrade asks to supporters.
- 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.
- Recommends, implements and communicates procedural changes to improve donor administration.



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.
- Bilingualism in English and French (verbal and written communication skills).
- Experience with Raiser's Edge (RE) or similar relational databases.
- MS Office (Word, Excel, PowerPoint, Outlook), Raiser's Edge.
- Familiarity with the Not For Profit sector (an asset).
- The ability to work in a fast-paced environment, prioritize and multi-task with strong time management skills
- The ability to work independently.
- Effective listening skills
- The ability to problem-solve and effectively provide 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 December 1, 2021**. 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 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 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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