



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 Agent (4 positions – flexible location)

(10 week contract starting October 31, 2022)

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.
- Processing donations and order status updates.
- 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) to two (2) years relevant experience in a customer service, donor relations or call centre role.
- Bilingualism 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.
- The ability to work collaboratively with teams.

Compensation: \$39,151 per year

For consideration, please submit your resume and cover letter by **September 23, 2022**. 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 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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