



## 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 Engagement Representative**

(Permanent, Full-time, based in Montreal)

The Bilingual Donor Engagement Representative is responsible for providing 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 interaction with other departments. The position will also provide administrative support to the Quebec Regional Office.

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

#### *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
- Answer supporter / donor correspondence (mail, e-mail)
- Support acquisition & loyalty campaigns by cross promotion and upselling
- Build on partnerships and promotions by informing supporters
- Translate information / materials required for administration

#### *Data Entry/Processing (10%)*

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



*Quebec Regional Office Support (30%)*

- 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
- Provide administrative support to the Quebec teams, including the execution of stewardship mailings and invitations to events
- Act as the main contact for the head office IT team
- Manage the petty cash
- Manage the storage space in order to keep current documentation and material stored in an orderly manner
- Perform any other tasks as assigned by manager

The ideal candidate will have:

- A Secondary School Diploma
- A minimum of three (3) years of previous call centre / customer service experience
- Experience with MS Office (Word, Excel, PowerPoint, Outlook), Raiser's Edge, Convio
- Excellent verbal and written communication skills in both English and French
- The ability to multi-task and thrive in a fast paced environment; able to problem-solve and effectively provide donors with customized solutions
- Strong time management skills
- The ability to work collaboratively with multiple departments
- Experience in drafting formal business correspondence and accurately entering information in various databases.

For consideration, please submit your resume and cover letter to [careers@unicef.ca](mailto:careers@unicef.ca) by **Friday, May 23, 2014**. Please attach your cover letter and resume as one document, and reference the title of the position clearly in the subject heading.