

Job Description

Human Concern International (HCI) is a registered Canadian charity working to change our world by alleviating suffering and tackling poverty. Established in 1979, HCI's development projects have helped communities become more self-sufficient and the emergency assistance has helped families and communities survive during hardships. We work in 42 countries with regional offices and local partners.

We are searching for a professional Donor Care Officer to maintain all community outreach activities. You will represent Human Concern International (HCI) and work with the management team to develop and implement initiatives that increase company visibility within the surrounding community. You need to be self-motivated, enthusiastic and community-driven to take on this exciting role. This position requires someone equipped with a positive attitude and readiness to be a team player.

Position Title: Donor Care Officer

Location: GTA (North York)

Reporting To: Director of Fund Development

Terms: Full time – 37.5 hours per week

Deadline to Apply: Ongoing until position is filled

Key Duties and Responsibilities

- Be the first point of contact for all donor enquiries received by phone and email
- Competently utilize HCI's database system to manage and record gifts, which includes thorough data entry and data hygiene
- As directed, provide donor correspondence, handle postal donations, log all cheques and cash received, process credit and debit card transactions
- Prepare spreadsheet reports and clear tracking of all unsuccessful recurring donations
- Communicate with supporters in order to follow-up on queries, verify supporters' details, and thank donors for their donations
- Handle requests and complaints from supporters, responding sensitively and professionally
- Provide timely and courteous acknowledgement to donors in compliance with HCI standards
- Update donor records (including mailstop, mailing preferences and address changes etc.)
- Handle all donation queries (e.g. invalid credit card numbers, unsigned cheques etc.) and communicate with donor supporters appropriately

Qualifications, Skills and Experience

- Confident and articulate verbal and written communication skills, including a pleasant and efficient telephone manner
- Sound administrative skills including accurate record keeping, financial and budgeting skills with a competent working knowledge of Excel
- Computer literacy skills with high level competency in MS Office especially Excel and Word
- Data Management skills with ability to use fundraising databases to record donor information and analyse income
- Methodical, organised, accountable and able to work with very keen attention to detail
- Team player with the ability to work independently with little direction or supervision
- Strong and clear commitment to HCI's values
- Fluency in English and excellent written communication skills, fluency in French an asset

Salary

Competitive/commensurate with experience and other qualifications

Travel, evening and weekend work will be expected for events and conferences.

If you are interested in this position, please email a cover letter and resume to careers@humanconcern.org with the subject heading 'Donor Care Officer Application'.

All applications are appreciated; however, please note that only those candidates selected for an interview will be contacted.