

Job Posting - Donor Care Coordinator

At Human Concern International, we are more than a great and open place to work in — our work is life-changing. Together, we try to move families from crisis to sustainability. More than 40 years ago the inspiration for HCI began with three volunteers' wish to change the lives of thousands of afghan refugees in Pakistan. Today, together with our volunteers, donors and staff, HCI has delivered more than \$250 millions in aid and transformed countless lives in more than 40 countries.

We are searching for a professional Donor Care Coordinator to maintain all community outreach activities. You will represent 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 Coordinator

Reporting To: Donor Care Lead & Donor Care Manager

Location: Hybrid

Terms: Permanent Full-time - 37.5 hrs per week

Deadline to Apply: On going until we find a suitable candidate

Key Duties and Responsibilities

- Be the first point of contact for telephone inquiries and monitor the info email inbox;
- Participate in soliciting donations from donors;
- Handle complaints from supporters, responding sensitively and professionally;
- Gather donor feedback and negative experiences for service improvement to the supervisor;
- Communicate accurately and efficiently with donors by email and phone to follow up on queries and donations;
- Provide timely and courteous acknowledgments to donor requests and inquiries;
- Collaborate regularly and efficiently with all HCI teams to ensure donor requests/ service tickets are completed in a timely manner;
- Efficiently handle all donor/donation-related follow-ups and inquiries (e.g. invalid credit card numbers, unsigned cheques etc.);
- Receive, process and accurately record all donations/ gifts on HCI's database;
- Verify existing and new donors' information to maintain good data health within HCI's database;
- Accurately record all changes to donor records (including mail-stop, mailing preferences and address changes etc.);

- Track, manage and perform all tasks and duties in line with HCI's standards, policies and established procedures;
- Use social media platforms to engage with current donors, provide important feedback, and implement and monitor the company's social media strategy to increase brand awareness and attract new donors;
- Work collaboratively with supervisor and /or management as directed to complete important and urgent tasks within the Donor Care Department;
- Any other duties as assigned.

Qualifications, Skills and Experience

- Bachelor's degree preferred;
- Minimum one year experience working within a fundraising and/or call center environment, preferably with a non-profit organization;
- Minimum one year experience using social media platforms and tools (Instagram, LinkedIn etc,) to gather important trends, leads, and information for donor management;
- 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;
- Sound computer literacy skills with high level competency in MS Office;
- Data Management skills with ability to use fundraising databases to record donor information and analyse income;
- Methodical, organized and able to work with good 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 will be an asset.

Our Offer

- Salary is competitive/commensurate with experience and other qualifications, with annual incentive potential
- Comprehensive benefits package that covers medical, vision, dental, wellness and other benefits
- Paid Sick Days, Vacations and Family Days accrued annually
- Employee awards and recognition opportunities
- Company investment in your career growth and leadership development

Travel, evening and weekend work will be expected.

If you are interested in this position, please email a cover letter and resume to careers@humanconcern.org with the subject heading “**Donor Care Coordinator**”.

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