



EMPLOYMENT OPPORTUNITY

DONOR CARE ASSISTANT – TEMPORARY

Bilingual (English & French)

Location: Toronto, ON

Date Issued: September 12, 2024

Do you have a passion for customer service and putting smiles on people's faces?

Operation Smile Canada is seeking a bilingual (English & French) temporary Donor Care Assistant to join our team during the busy giving season to provide exceptional service to our donor partners.

The ideal candidate for this position is someone who has a can-do attitude and loves helping people, especially over the phone. You thrive in a fast-paced work environment where you correspond with our generous donors, and you strive to exceed expectations every day in every way.

OPERATION SMILE

Operation Smile is a volunteer-delivered global medical charity that provides free, safe surgery and comprehensive care to patients with cleft lip and palate in 37 countries around the world. Operation Smile Canada raises funds from our donor partners who want to directly impact the lives of children living with cleft conditions and other facial differences. Our partners are as committed as we are to a world where health and dignity are improved through safe surgery.

We have a plan for the next decade to increase access to cleft and essential surgical care for one million patients in low- and middle-income countries. Achieving this goal requires more people caring for more patients in more places. It also requires us to broaden the awareness of our great brand and raise more funds from our diverse fundraising programs. You can learn more about Operation Smile Canada by visiting: www.operationssmile.ca.

THE ROLE

The Donor Care Assistant will provide an excellent experience for Operation Smile Canada Foundation (OSCF) donors by handling their inquiries by phone, email, mail or in person visits; generating and mailing tax receipts, welcome kits, and donor acknowledgment letters; assisting the team with general administrative tasks; and ensuring that all communications with donors are properly recorded in the database while also assisting with database cleanup.

The primary duties are to help OSCF and its donors through accurate and timely donation recording; handling donor inquiries and conducting outbound Donor Care calls to clarify gifts and thank donors. The Donor Care Assistant will also be a backup for other departments if needed. Your most important duty is to SMILE! This is a temporary full-time position, to assist with general donor services tasks during our busy season. This position is deemed essential to working from the office at 204-375 University Avenue, Toronto, Ontario M5G 2J5. Hours are Monday to Friday 9:00am to 5:00pm with a half hour unpaid lunch break (for a total of 37.5 hours per week). This position can start immediately, based on availability, and will end on February 28th, 2025.

KEY FUNCTIONS AND ACCOUNTABILITIES

The Donor Care Assistant will be responsible for, but not limited to, the following:

- Be one of the first points of contact for individuals that contact OSCF by phone, email, mail and in person who are wanting to learn about and/or support our organization.
- Assist with opening and routing mail, accept donations by phone and properly update contact history in Raiser's Edge, our donor database.
- Follow up with donors who make requests by mail or phone for tax receipts, additional information, or gift clarification (with training).
- Find answers to donor inquiries about the status of gifts and reply to the individuals as required.
- Assist with database cleanup and integrity.
- Collaborate with internal departments to resolve donor-related queries and ensure an excellent donor experience.

DESIRED QUALIFICATIONS AND REQUIRED SKILLS

- Secondary school graduation is required; post-secondary education is considered an asset. Incumbent should possess equivalent work experience (2-3 years) in lieu of post-secondary education.
- The ability to communicate fluently in English and French is highly preferred.
- Experience with Microsoft Office (Word, Outlook, Excel) required.
- Experience with Raiser's Edge preferred; however, training will be provided.

CHARACTERISTICS/SKILLS:

- Excellent oral, written, and interpersonal communication skills.
- Exceptional customer service skills.
- Able to maintain confidentiality of all donor records and information.
- Must be highly motivated, detail-oriented, and well organized.
- Should be self-directed and capable of working with minimum supervision, yet willing to seek clarification when needed and work as part of a larger team.
- Goal oriented, able to meet deadlines, and multi-task.
- Flexible, able to take direction to maintain database consistency and accuracy.

WHY YOU WILL LOVE WORKING HERE

- We wake up each day knowing the work we do is helping children, families and communities in the areas we serve. There are children born every three minutes with a cleft condition somewhere in the world. As a team focused on a global strategy to ensure every patient who needs surgery and care is never left behind, we set smart goals and objectives and work hard each day to achieve them so we can deliver greater impact (and smiles).
- We are a learning organization that values each other as individuals and our collective abilities to meet and exceed expectations in everything we do by mentoring, teaching, and training each other.

This position pays \$23.50/hr.

HOW TO APPLY

Please submit your resume or CV along with a cover letter (**as one PDF document**) to: ca-careers@operationssmile.org. Please ensure the subject line of your email contains the position title: *Donor Care Assistant Temp*.

Address your cover letter to:

Sharon MacPherson
VP, Marketing & Operations
Operation Smile Canada

APPLICATION DEADLINE

Friday, September 27th, 2024

Operation Smile Canada thanks all applicants in advance. Only those candidates selected for an interview will be contacted. Operation Smile Canada is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes, and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We will be happy to work with applicants requesting accommodation at any stage of the hiring process.

Thank you for your interest in being part of our smile movement at Operation Smile Canada. We look forward to hearing from you. In the meantime, keep smiling - a child is counting on it!