



EMPLOYMENT OPPORTUNITY

DONOR CARE ASSOCIATE

Bilingual (English & French)

Location: Toronto, ON

Date Issued: February 3, 2025

Do you have a passion for customer service and putting smiles on people's faces? Are you looking for a position where you make an impact? Are you compassionate and resilient? If so, read on!

Operation Smile Canada is seeking a bilingual (English & French) Donor Care Associate to join our team.

The ideal candidate for this position 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 strive to exceed expectations.

OPERATION SMILE

We are a volunteer-delivered global medical nonprofit that provides free, safe surgery and comprehensive care to patients with cleft conditions and craniofacial differences 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 and complete care.

We have a plan for the next decade to increase access to essential surgical care for one million more patients living 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 through our diverse fundraising programs.

Operation Smile Canada (OSC) is dedicated to recruiting and retaining a qualified workforce. By valuing diversity, OSC commits to hiring practices that are fair, equitable and accessible and will always hire the most qualified candidate for a position. We will ensure the search and hiring process is fair and impartial, so the appropriate qualifications of each candidate are the only criteria upon which a hiring decision is made.

You can learn more about Operation Smile Canada by visiting: www.operationsmile.ca.

THE ROLE

The bilingual Donor Care Associate will provide an excellent experience for Operation Smile Canada 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 OSC 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 Associate will also be a backup for other departments if needed.

Your most important duty is to SMILE!

HOURS & LOCATION

This is a full-time permanent position 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).

KEY FUNCTIONS AND ACCOUNTABILITIES

- Be one of the first points of contact for individuals who want to learn about and/or support our organization by phone, email, mail and in person.
- Assist with opening and routing mail, accepting donations by phone, and properly update contact history in our donor database Raiser's Edge.
- 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.
- Other duties as assigned.

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 required.
- Experience with Microsoft Office (Word, Outlook, Excel) is 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 apply instructions to maintain database consistency and accuracy.

WHY YOU WILL LOVE WORKING HERE

You'll love working with us because we're a team driven by purpose and passion. At Operation Smile, every day brings the opportunity to make a real difference in the world, while growing both personally and professionally. We foster a supportive, collaborative environment where your ideas are valued, and your efforts directly contribute to creating brighter futures for children and families. Join us and be part of something truly meaningful!

We are a learning organization that values each other and our collective abilities to meet and exceed expectations in everything we do.

We are committed to supporting flexible work arrangements and investing in technology or other resources to enable you to effectively work from our office in downtown Toronto.

SALARY & BENEFITS

- This is a full-time, permanent position.
- The salary range for this position is \$45,000-\$68,250, including paid vacation time.
- A highly competitive benefits package including an RRSP matching program, and more!

HOW TO APPLY

Please submit your resume or CV along with a cover letter (as one PDF document) to: ca-careers@operationsmile.org. Please mention where you found this posting in your cover letter and include this position title in the the subject line of your email: *Bilingual Donor Care Associate*.

Address your cover letter to:

Sharon MacPherson
VP, Marketing & Operations
Operation Smile Canada

Please note: Only applications that follow these instructions will be considered.

APPLICATION DEADLINE

Applications will be reviewed on a rolling basis until the position is filled. We encourage interested candidates to apply as soon as possible.

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!