



## Bilingual Donor Care Associate (French/English)

**Status:** Full-time, Contract

**Department:** Donor Care Team (Plan Canada's Customer Relations department)

**Reports to:** Manager, Call Centre Operations

**Compensation band:** 1B

**Overall responsibility:** The Bilingual Donor Care Associate provides superior customer service to our donors. Plan Canada believes in providing timely updates to our donors, building relationships and providing options on how they can make a greater impact to children and communities in the third world.

Reporting to the Manager, Call Centre Operations, the incumbent will be part of Donor Care team (Plan's customer relations team) supporting Plan's existing donor base with answers to questions about their accounts or about Plan's sponsorship programs and the work we support in the field. The Donor Care Associate projects an image to our donors of knowledgeable, solution oriented and professional. The hours for this role are between 8am to 11pm, EST - Monday to Friday and 9am to 6pm, EST - Saturday and Sunday. The Successful candidate will be required to work Saturdays and Sundays on a set schedule.

**Specific responsibilities:**

- Previous call centre/customer service experience is an asset (over 3 years previous experience)
- Provides exceptional customer service in all interactions with our donors (phone, email, written & live chat)
- Works well in a fast paced environment where you are required to prioritize and multi task
- Possess superior time management and listening skills to ensure optimum performance and first call resolution
- Contributes to the success of Plan campaigns through process improvements and donation processing
- Educates donors about Plan and the work that is done in Canada and in the field
- Encourages donors to become sponsors through one-time gifts toward various campaigns - Upsells donors
- Other duties as assigned

**Skills, experience, qualifications:**

- Post-secondary education; university degree would be preferred
- Previous call centre/customer service experience is an asset (over 3 years previous experience)
- Bilingual skills (English/French) is required
- Ability to meet and exceed daily/weekly/monthly targets
- Strong negotiation and promotional skills
- Manages to balance quality and efficiency at all times
- Possesses initiative and follow-through
- Dedication and commitment to providing outstanding service
- Flexible and adaptable in handling varying schedules, new situations and change
- Able to work in a team environment
- Strong affiliation to the Plan cause and participating in the improvement of the lives of children around the world
- Builds donor loyalty by providing recommendations and alternatives, up-selling of products and services to improve revenue
- Must have a “can do” approach, an outgoing personality and ambition to succeed

**About Plan Canada:**

Imagine working for a leading international non-governmental organization (NGO) that's dedicated to creating a better world. That's Plan International, a global movement for change, mobilizing millions of people around the world to support social justice for children in developing countries.

Founded in 1937, Plan is one of the world's oldest and largest international development agencies, working in partnership with millions of people around the world to end global poverty. Not for profit, independent and inclusive of all faiths and cultures, Plan has only one agenda: to improve the lives of children. **Because I am a Girl** is Plan's global initiative to end gender inequality, promote girls' rights and lift millions of girls – and everyone around them – out of poverty.

Plan Canada is part of a global network of offices in over 70 countries. Our busy Toronto and Ottawa-based offices undertake fundraising, donor engagement and public outreach, as well as overseeing a wide variety of field programs led by our International Program Department, which includes experts in health, education, water and sanitation, economic security, gender equity, child protection and participation, and humanitarian assistance.

We at Plan Canada are a dedicated, passionate and diverse team of over 200 employees who are committed to making a difference in the lives of children.

Join us and Plan to change the world.

Visit our website at [plancanada.ca](http://plancanada.ca)

**How to apply:**

To apply for this role please forward your CV, covering letter, outlining your skills and experience and salary expectations to [gethired@plancanada.ca](mailto:gethired@plancanada.ca). Please reference **Bilingual Donor Care Associate** in the subject line.

Plan sincerely thanks all applicants for their expressed interest in this opportunity; however only those selected for an interview will be contacted. **No phone calls please.**

Applicants must be legally eligible to work in Canada.

Consistent with our Child Protection Policy the successful candidate must receive clearance by a police background check, including the vulnerable sector screen.

Plan Canada is an inclusive workplace, and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the Bona-fide requirements for the open position. Applicants need to make their requirements known when contacted.