



Plan to change
the world

Director, Donor Fulfillment

Status: Full-time permanent

Department: Donor Marketing

Reports to: Executive Vice President, Marketing, Communications and Philanthropy

Compensation band: 4A

Overall responsibility: The Donor Marketing team is responsible for acquiring, cultivating and retaining donors for monthly giving programs and general contributions.

The Director Donor Fulfillment will oversee the operational aspects ensuring smooth, cost effective and accurate processes to maximize both donor satisfaction and revenue delivery. In this role, the successful candidate will work as the business partner who manages the teams of in-house staff responsible for the transactional processes of our donor interactions. These teams include: Donor Care comprised of inbound, outbound, retention call centres and associated back-office and management staff, Child Operations responsible for the documentation and processes generated from 220,000 sponsored child relationships, and our in-house agents acquiring new donors through the direct dialogue channels.

This role is located in Toronto, Ontario.

Specific responsibilities:

- Oversee multiple teams to drive customer satisfaction and ROI on operational expenses
- Manage a team of 4 direct reports and 20 permanent and 25 to 50 contract staff
- Contribute to the strategic development of the Marketing, Communications and Philanthropy department as a business partner and member of the directors team
- Provide direction on human resource management including hiring, training, retention and promotion.
- Build strong internal relationships with cross-functional groups, including marketing, communications, finance, HR and information management
- Update processes to ensure error free processing, maximum revenue capture and improved customer experience
- Management of budgets to ensure strong forecasting to actual and being a conscientious steward of our donor's dollars
- Develop and monitor a full suite of KPI's and reporting

Skills, experience, qualifications:

- Minimum of 10 years' demonstrating strong leadership and management skills with significant experiencing leading front line customer teams in direct to consumer organizations
- Proven track record of balancing both the people side and technology side of operational processes
- Demonstrated ability of finding cost efficiencies and revenue opportunities across multiple teams and functions
- Ability to develop a strong reporting framework to ensure appropriate KPI's for day to day tasks up to annual board level trend analysis
- Experience managing budgets
- Ability to work under pressure while managing multiple priorities
- Experience dealing directly with escalated customer complaints and high profile/high risk issues/initiatives
- Confident in ability to challenge status quo and manage the risk threshold
- Dedicated and committed to providing outstanding customer experience
- Strong organizational and project management
- Proven analytical and problem solving ability
- Team player who thrives in a fast-paced environment with direct customer contact
- Experience facilitating training/program design
- Passion for Plan's cause and desire to make a difference in the lives of children around the world

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

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 by January 22, 2016. Please reference Director, Donor Fulfillment 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.