



**JOIN OUR TEAM. UNLEASH YOUR FULL POTENTIAL. DEFY NORMAL.**

## **DONOR CARE REPRESENTATIVE (CONTACT CENTRE: INBOUND & OUTBOUND)**

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**Organization:** Plan International Canada  
**Reports to:** Manager, Donor Care  
**Location:** Toronto (Mount Pleasant & Eglinton)  
**Status:** Full-time, Temporary (initially 6 months with possibility of extension)

### **About You**

Are you passionate about equal rights for all children and equality for girls? Can you see yourself being an integral member of a team that works towards transforming lives in developing countries? Are you confident that you can be part of a high performing team focused on providing superior customer service to our donors?

Are you an experienced communicator? Have you had success with donor relations and support? Are you a trusted sales and customer service professional with a collaborative working style and an ability to engage with diverse internal and external stakeholders?

### **The Position**

The Donor Care team is an integral part of Plan International Canada as it supports the care, retention and acquisition of our donor portfolio. Working collaboratively within a team of creative, high energy and like-minded individuals, the ideal candidate will bring an innovative and professional approach to the team and embody the vision and mission of Plan International Canada.

### **What does success look like?**

- Provide exceptional customer service, have empathy and build rapport to make every interaction meaningful through phone, email, written correspondence and live chat
- Ensure optimum performance and first call resolution through active listening, adaptable conversational skills and persuasive questions
- Re-engage lapsed donors and build donor loyalty by providing recommendations and alternative solutions to maintain a donor's financial contribution
- Continuously educate and inform donors about the impact Plan International Canada is having around the world, enabled through their generosity

- Contribute to the success of Plan International Canada's campaigns through process improvements and donation processing

**As our ideal candidate you will have:**

- Previous non-profit/fundraising experience is preferred
- Experience with sales calls, community outreach, customer service and/or the tele-service industry is an asset
- Accurate data entry skills, proficiency in Microsoft Office Suite, excellent database, email software and spreadsheet management experience
- Goal oriented work ethic with the ability to work collaboratively in a team environment and self-motivated to spend approximately 80% of the day on the phone
- Demonstrated persuasion, influencing and verbal communication skills
- Bilingual fluency in English and French is an asset
- A passion for mission driven work and personal values aligned with those of Plan International Canada's organizational values
- Adaptable work schedule including availability for shifts during the following hours of operation: 8am-10pm, Monday-Friday and 9am-5pm, Saturday and Sunday  
***\*Anticipated schedule to start is: 3 evening shifts (2pm – 10pm) and 2 weekend shifts (9am – 5pm).***

**Why a career with Plan International Canada?**

Are you ready for an opportunity to join one of the largest not for profit organizations in the world? Are you excited about playing an important role in positively impacting the future of millions of children and families globally?

Plan International Canada is a member of a global organization dedicated to advancing children's rights and equality for girls. We are calling on all Canadians to Defy Normal: to take a stand anywhere children are oppressed, exploited or left behind and girls aren't equally valued. Together, we can create a world where all unleash their full potential.

We support children's rights from birth until they reach adulthood. And we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge. We have been building powerful partnerships for children for over 80 years and are active in more than 70 countries.

Our unique culture fosters a supportive, flexible workplace where employees are encouraged to bring their whole selves to work. Join our high performing, diverse team and change your career...positively impact the world! Further information can be found at: [plancanada.ca](http://plancanada.ca).

**How to apply:**

To express interest in this exciting opportunity to join a dynamic organization and a high performing team please forward your CV and covering letter, outlining your skills, experience and salary expectations to [gethired@plancanada.ca](mailto:gethired@plancanada.ca). **Applications will be**

reviewed on a rolling basis. Please reference **Donor Care Representative** in the subject line.

Plan International 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.

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

Applicants must be eligible to work in Canada for the duration of the work term. Proof of eligibility will be required.

Plan International Canada 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.

**Thank you for your interest in a career at Plan International Canada!**