

Job Title: Bilingual Donor Care Representative

Location: Any CCS Office (Toronto, Vancouver, Montreal, Victoria, Ottawa, Calgary, Halifax, St John's, Kelowna, Prince George, Hamilton, or Quebec City). Detailed office location information can be found by visiting this link: <https://cancer.ca/en/contact-us>

Work Model: Hybrid Work Model

Salary Band: 2 (\$48,000 - \$63,000 CAD)

WHY JOIN THE CANADIAN CANCER SOCIETY (CCS)?

The Canadian Cancer Society works tirelessly to save and improve lives. We fund the brightest minds in cancer research. We provide a compassionate support system for all those affected by cancer, across Canada and for all types of cancer. As the voice for people who care about cancer, we work with governments to shape a healthier society. No other organization does all that we do to make lives better today and transform the future of cancer forever.

Help us make a difference.

COME AS YOU ARE

At CCS, we embrace everyone's uniqueness and recognize the strength that lies in differences. We believe in the power of our collective potential and strive to achieve a more diverse, inclusive, and equitable workplace to empower and create opportunities for all. We welcome and encourage applications from all qualified candidates regardless of their gender, age, religion, race, ethnicity, and nationality. Particularly equity deserving groups, such as members of the BIPOC, and 2SLGBTQI+ communities, people living with disabilities, veterans, and anyone who may contribute to the further diversification of the Canadian Cancer Society. Together we unite and inspire all Canadians to change the future of cancer.

JOB OVERVIEW

Are you looking for a job that not only provides a meaningful opportunity to help make a difference in the lives of Canadians with cancer and their families, but also opens the doors to an organization where you can grow? Look no further, this is the job for you! We are seeking an enthusiastic and driven Bilingual Donor Care Representative, in this role you will be an ambassador for all CCS supporters. You will be responsible for all (inbound) donor calls supporting the fundraising and

stewardship programs. By joining our team, you will be provided training and development opportunities to grow your career at Canada's largest national cancer charity. You could be our ideal candidate if you are full of dynamic energy, passionate about offering exceptional customer service and have interest in the fundraising sector!

WHAT YOU'LL BE DOING:

- Provide exceptional customer service via phone and email
- Supports inbound inquiries related to processing donations, encouraging participation in CCS campaigns, and answering general account maintenance inquiries
- Maximize event fundraising by supporting special event participants with the set-up of their online profiles and the use of online fundraising tools
- Meet or exceed monthly key performance targets including service level, revenue and call quality
- Accurately process donations and updates donor contact/donation information utilizing internal CRM systems
- Demonstrate passion for Canadian Cancer's Society's mission
- Actively contribute to our culture of justice, equity, diversity, and inclusion by encouraging dialogue that respectfully considers a wide variety of ideas, opinions, and suggestions.
- Other duties as assigned

HEALTH AND SAFETY RESPONSIBILITIES:

- Works in compliance with the provisions of The Occupational Health & Safety Act and its regulations
- Reviews and complies with the Health and Safety Policy

WORKING CONDITIONS:

- Works closely & interacts with other Donor Services team members, however most work is completed independently
- Works under tight deadlines
- Works with confidential issues and data
- Involves significant computer & telephone use, often at the same time
- Requires a high degree of concentration to ensure accuracy of data entry

OTHER:

- Convenient full-time schedule working Monday to Friday 11am-7pm EST (However and earlier shift may be available at a later date).
- Paid sick time and generous vacation days.
- All equipment to complete the job will be provided.
- Career advancement opportunities within the team and organization.

QUALIFICATIONS:

- Ability to speak in French and English is required
- Completion of related post-secondary education, or equivalent combination of education and experience
- Highly developed customer service, communication, and problem-solving skills. Demonstrated ability to answer telephone inquiries using a professional and courteous manner.
- Strong interpersonal skills that allow one to work effectively in a diverse working environment and ensure donor satisfaction through first-call resolution
- Strong organizational skills and attention to detail to ensure accuracy in donor records and gifts
- Experience working in MS Office, Salesforce, Luminate Online, or other online fundraising software an asset
- Ability to work in a fast-paced, multi-tasking team environment
- Flexible and adaptable to work a variety of work shifts, including occasional weekends and holidays, as needed

WHAT YOU CAN EXPECT FROM US:

CCS offers meaningful opportunities to help make a difference in the lives of Canadians with cancer, their caregivers, families and communities. We are committed to building an inclusive community for our employees by highlighting their unique experiences. We value diverse skills and strongly encourage applications from all qualified candidates. CCS is dedicated to fostering a culture that is inspiring and exemplifies our core values:

COURAGEOUS UNITED CARING RIGOROUS

In return for your skills and dedication, we offer an attractive compensation package that encompasses a competitive salary, excellent benefits, which include paid parental leave, paid family sick time and health insurance, and the opportunity to have a rewarding employment experience where your contributions can make a true difference every day.

HOW TO APPLY:

Qualified candidates are invited to submit their **resume**, **cover letter** and **salary expectations** by **April 12, 2024** to this link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=7da0a9eb-c7f2-490d-a0f7-779c58f6fd8b&cclid=19000101_000001&lang=en_CA&jobId=520131

We thank all candidates for their interest and advise that only those selected for an interview will be contacted.

OTHER INFORMATION:

CCS is dedicated to employment equity and encourages applications from all qualified candidates. In accordance with the local provincial **Accessibility Act**, accommodation will be provided as requested throughout the recruitment process. We want to make the interview process a great experience for you!

Please note that in keeping with the mandate of CCS to model and promote **healthy lifestyles**, employees are not permitted to smoke in or about CCS premises or while carrying out CCS business.

As an employer, **occupational health and safety** legislation requires that we protect our workers from health and safety risks in the workplace. CCS has implemented a mandatory vaccination policy requiring that all staff who work in any of our physical workplaces must be fully vaccinated against COVID-19. All employees will need to attest to their vaccination status through a secure online form or automated applications. Reasonable accommodation and remote working will be discussed on a case-by-case basis.

Privacy Disclosure

We collect your **personal information** through forms, by phone or in person to evaluate your candidacy for the role(s) you have applied for, to contact you regarding your candidacy, and to generate recruitment-related reports. If selected for a position at CCS the information provided will be used for the purposes of pre-employment checks and added to your employee file. We may share your personal information with third parties, including recruitment consultants, within or outside your province or territory or outside Canada to carry out the purposes identified above, or as required by law. We may contact you by mail, email, phone or text. You can exercise your right to access your information or have it corrected, unsubscribe from communications or withdraw your consent by selecting these options within the ADP system, or by contacting privacy@cancer.ca. For more information about our **privacy practices**, visit cancer.ca/privacy.

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