



Position Title: Ministry Partnerships & Donor Care Representative

Status/Type: Full-time/Regular

Job Team: Ministry Partnerships

Deadline: Open until filled

Location: Toronto (Etobicoke), Ontario

About InterVarsity:

Our staff walk alongside and support young people from childhood through to young adulthood. We welcome young people to spend significant time at our camps and to establish communities of faith with their high school, college, university and workplace peers. We are especially interested in helping young people navigate significant transitions in life: from high school to college and university, and from there into workplaces.

This mission is carried out through nine camps and more than 60 communities of faith in high schools, colleges, universities and workplaces across Canada and is a part of the wider IFES movement (International Fellowship of Evangelical Students) serving in over 150 countries around the world.

Position Overview:

The **Ministry Partnerships & Donor Care Representative** is focused on providing outstanding customer service to our ministry partners (donors, staff, and other internal and external relationships), including the timely handling of all donation and acknowledgement processes. As a member of the Ministry Partnerships team, you will be the first point of contact for our ministry partners, handling all interactions and correspondence including that by email and telephone. In addition to maintaining accurate and timely donation records, you will provide support relating to ministry partner relations, outbound calls, and departmental processes in building ministry partner retention. This position requires the ability to work in a structured fast-paced environment, independently and as part of a team, taking initiative as required and organizing work flow efficiently to ensure excellent customer service.

Key Responsibilities:

- Process donations received by mail, phone and online within established InterVarsity standards
- Data entry and record maintenance in ministry partner relationship management database (Raiser's Edge)
- Administer Pre-Authorized Contribution by bank debit and credit card systems
- Maintain effective communication with ministry partners, (IVCF & CIVCF) and staff
- Prepare written correspondence with a view to serve and to improve overall ministry partner and staff relationships i.e. personalized letters, emails, greeting cards, gift acknowledgment letters etc.

INTERVARSITY

- Ensure knowledge and understanding of all InterVarsity business rules and follow accordingly. This includes policies and procedures such as, but not limited to: major gifts; response times for various activities; records retention; tax receipts; joint giving; gift acceptance; etc.
- Other duties as assigned by the Ministry Partnerships Manager

Qualities & Qualifications:

- Personal relationship with Jesus Christ and desire to grow as a follower
- Minimum two to four years' experience in front-line customer service with proven ability and knowledge of customer services best practices with a 'donor and staff first' approach
- Excellent verbal and written English communication and interpersonal skills
- Demonstrated experience researching problems, resolving issues and communicating solutions
- High-level of attention to detail
- Ability to listen carefully and communicate clearly in responding to inquiries
- Computer skills – accuracy and speed; proficient in Microsoft Office 365 (Word, Excel, Outlook) Experience with Raiser's Edge and iDonate applications an asset
- Ability to focus on multiple priorities, to manage time-sensitive tasks, and meet deadlines
- Ability to take initiative and work independently while respecting team work
- Self-motivated and self-directed learner, committed to keeping up with ministry progress and personal skills development
- Post-secondary education preferred

Key Outcomes:

- Excellent customer service is delivered and experienced by both internal and external customers/stakeholders
- Donations are processed accurately while meeting deadlines
- Inquiries are responded to with accurate and timely information
- All communications are caring, courteous and professional
- Organize work flow efficiently to ensure effective completion of tasks
- Contribute to team developments

Interested applicants are invited to email a résumé and cover letter to humanresources@ivcf.ca.

Employment is conditional upon a clear police reference check. The successful candidate must be able to submit to InterVarsity's Code of Conduct and Statement of Faith.

We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest; however, only those candidates selected to move forward in the recruitment process will be contacted. No agencies please.