



Donor Services Representative

Job Team: Ministry Partnerships and Donor Care

Deadline: December 8, 2023

Location: Hybrid (up to two days remote)
National Resource Centre M9W 6H3

Type/Status: Full-time/Regular

Salary and Benefits: \$37,931 annual salary. Extended Health and Dental, Life, ADD and LTD, RRSP and, upon eligibility, matching RPP

Vacation: 20 days per annum

Position Overview: The **Donor Services Representative** is focused on providing outstanding customer service to our ministry partners (donors, staff, and other internal and external relationships), specifically the timely handling of all donations and donor record processes. In addition to maintaining a focus on donation management, you will be part of the initial contact group representing our organization to our ministry partners, managing interactions including email, correspondence and phone. This position requires working independently and as part of team in a structured, fast-paced environment, taking initiative as required and organizing work flow efficiently to ensure excellent customer service.

Key Responsibilities:

- Conduct daily donation handling and importing activities to ensure donations are captured accurately in our database (Virtuous) within organizational standards.
- Actively review and update database records to confirm accurate donor and donation information.
- Maintain donor and donor record information across InterVarsity's multiple systems and perform regular reconciliation activities to ensure a high degree of accuracy in our data.
- Participate in donation related end-of-the-month activities to support InterVarsity's responsibilities as a registered charity in Canada, including donation reconciliation and tax receipting.
- Actively communicate with ministry partners and staff to provide timely information and foster trust between the organization and our people.
- Ensure knowledge and understanding of all InterVarsity business requirements 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 Donor Services and Care Manager



Qualities & Qualifications:

- Personal relationship with Jesus Christ and desire to grow as a follower
- Minimum one to two 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 Virtuous and iDonate applications an asset
- Experience with Customer Relationships Management systems, donations platforms and payment processors 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:

- Continued growth in your relationship with God
- 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 recruitment@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.