

Overview

The Bilingual Sponsor Care Specialist role is a permanent full-time hybrid position located in Mississauga, Ontario.

Reporting to the Director of Operations and Donor Care, the Bilingual Sponsor Care Specialist role includes significant personal interactions with sponsors and ChildCARE Plus (CCP) program partners in French and English, creating and maintaining child and sponsor records, generating and analysing reports to support communications with program partners, and connecting sponsors to available children.

The Donor Care team supports the retention and acquisition of our sponsor portfolio through excellent customer service. The ideal candidate will bring a collaborative, innovative and professional approach to the team and embody the vision and mission of ERDO.

Key Responsibilities

Child and Sponsor Record Administration

- Ensures quality of child letters and photos provided to sponsors meets guidelines
- Enters child and sponsor information accurately into Raiser's Edge following a prescribed process while also adhering to Canada Post guidelines
- Maintains data records including gift adjustments, payments details, and outdated child details
- Runs routine reports using database management software to provide status updates for country portfolio and to analyse records that need updating

Field Partner Relations

- Communicates with external CCP project partners regarding child applications/updates, child letter correspondence, photos, and to provide ongoing support

Communications

- Coordinates newsletter content with program partners and assembles newsletters for CCP sponsors
- Provides general training to global workers and contacts for CCP promotional events & assembles marketing materials as needed
- Creates and updates child profiles in Microsoft Publisher using information provided by program partners

Sponsor Care

- Sponsor account management – communicates with sponsors regarding account status, including financial issues, changing child information, and responding to sponsor questions by phone, email or letter
- Responds to general inquiries about the CCP program and general ERDO projects
- Continuously educates and informs sponsors about the impact ERDO is having around the world, enabled through their generosity
- Performs general administrative duties and other assistance where needed
- Provides exceptional customer service and builds rapport to make every interaction meaningful through phone, email, and written correspondence

Qualifications

Core Competencies:

- Strong communication skills in both French and English (written and oral)
- Prior experience working in an administrative support setting
- Accurate data entry skills and experience working with Raiser's Edge NXT software and/or donor management systems
- Demonstrated computer skills and aptitude; fully conversant with Microsoft programs (Word, Excel, PowerPoint, Publisher, Teams), cloud-based file sharing & videoconferencing systems, and photo editing software
- Ability to make quality decisions within the scope of authority
- Strong time management skills, ability to take initiative, work quickly and accurately, and help to develop improvements in work processes
- Goal oriented work ethic with the ability to work collaboratively in a team environment
- Strong customer service orientation
- Commitment to the Mission, Vision, and Core Values of ERDO

Experience:

- 3 or more years experience in a similar role using Raiser's Edge or comparable CRM
- Post-secondary/University degree

Why Choose ERDO?

Established in 1983, ERDO is the humanitarian agency of the Pentecostal Assemblies of Canada. Our mission is to passionately respond to the practical needs of people living in poverty and crisis around the world. Our vision is to seek Christ-motivated community and individual transformation by meeting basic human needs and fostering social, economic and spiritual potential. We do our work and seek to honour God through our core values: Integrity, Excellence, Dignity, Collaboration, Compassion and Gratitude. With over 40 years of development experience, ERDO serves children and their families in more than 30 developing countries through community development, crisis response and child sponsorship. We are also recognized by Charity Intelligence as one of the "Top 100 Rated Charities in Canada."

As an employer, we provide the following:

- Competitive compensation package commensurate with experience which includes salary and paid vacation.
- Comprehensive benefits for you and your dependents, which include health, dental, and insurance.
- A defined benefit pension plan, with employer-matched contributions.
- 10 Paid Personal Emergency Leave days per year.
- 5 Paid Flex days per year.
- Flexible work arrangements.
- Professional learning and development opportunities.
- Weekly chapel services.

How Can I Apply?

Resume review begins on *September 3, 2024*, but we will continue to accept applications until we find the right candidate. Interested candidates should forward their resume and cover letter to

Sponsorcare.Specialist@erdo.ca with subject line – Bilingual Sponsor Care Specialist. In your cover letter,

please explain how your application aligns with ERDO's mission, vision and values. Please email your resume and cover letter as one .pdf or .docx file.

ERDO strives for an inclusive recruitment process; and welcomes and encourages applications from candidates with disabilities. Accommodations are available upon request for candidates taking part in the selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

ERDO – 2450 Milltower Court, Mississauga ON L5N 5Z6 – www.erdo.ca