

Donor Engagement Assistant, Student

Hours: 10 hours per week, \$11.50 per hour

Start date: February 2020

Supervisor: Donor & Administrative Services Specialist

Location: 1830 Mountain Road, Moncton, NB, E1G 1A9

Overview

World Hope International (Canada) (WHI) is looking for a student interested in humanitarian, non-profit and customer service-oriented fields. You'll find a wide range of opportunities in your field of study to help develop skills and give you the experience required to be successful in your future career.

The successful Donor Engagement Assistant will be organized, confidential, detail oriented, interested in global relief and development and be a proactive and teachable team member. This position serves WHI donors and partners through assisting the Donor & Administrative Services Specialist with constituent services, data entry, and the implementation of WHI's donor engagement strategy. This position is located at the Canada headquarters located in Moncton, NB.

Statement of Faith

WHI is a faith-based, Christian relief and development charity working with vulnerable and exploited communities to alleviate poverty, suffering and injustice. The successful applicant will be required to sign the WHI's statement of faith and abide by it while employed.

Key Activities

- 1. Provide Excellent Constituent Services:** The Donor Engagement Assistant will assist with the implementation of WHI's donor engagement strategy in collaboration with the Donor and Administrative Services Specialist. This individual will interact with new and existing donors by phone, email, and mailings. This individual will receive international project reports and assist by compiling them into the correct format and share with donors. The individual will attend all weekly donor analysis meetings which are led by the Donor & Administrative Services Specialist. The successful applicant will also assist in setting up an organized system to track all donor interactions.
- 2. CRM Management:** The Donor Engagement Specialist must become proficient in Blackbaud CRM (WHI Customer Relationship Management software), help run data reports and input all donor interactions. The successful applicant will also update contact information and assist with data hygiene.
- 3. Execute clear and timely communication:** This individual will follow WHI's strategic plan in collaboration with the Donor and Administrative Services specialist and will help communicate proactively with all new donors and existing donors in accordance with pre-set processes and communication systems. The successful applicant will assist in large mailings and special donor events.
- 4. Other:** The individual will also assist the Donor & Administrative Specialist with other donor related projects as needed.

Required Qualifications

1. You are currently enrolled in post-secondary education and located in or near Moncton, NB.
2. You have a proven background in customer service, are task-oriented and organized. You are interested in working in the non-profit sector.
3. You have experience in Microsoft Suite (Outlook, Excel, Word, PowerPoint) and are interested in learning how to mail merge, complete mass e-mail distribution, execute professional phone communication and assist in database operation.
4. You are open to working with team members globally through video conference and online communication in a variety of time zones.
5. You are a team player, interested in learning new skills and ability to communicate effectively over a variety of mediums.

Please apply by sending cover letter and resume to Heather Bandy at info@worldhope.ca