

## MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	DONOR CARE REPRESENTATIVE
<b>JOB NUMBER</b>	3476
<b>NUMBER OF POSITION/S</b>	5
<b>NOC CODE</b>	4212
<b>CLOSING DATE</b>	2019-09-12
<b>LOCATION</b>	Winnipeg, MB Downtown
<b>ACCESSIBLE BY TRANSIT</b>	Yes
<b>HOURS PER WEEK</b>	40
<b>HOURLY WAGE RANGE</b>	TBD
<b>JOB TERMS</b>	Full time
<b>JOB DESCRIPTION</b>	<ul style="list-style-type: none"> <li>- Reporting to Donor Care Manager, the successful candidate will be a key contributor in ensuring the overall satisfaction of our donors. As a Donor Care Representative, you will participate in striving to be the voice of our donors; building a bridge between Siloam Mission and the greater community by recognizing, appreciating, and building relationships with donors primarily through outbound calling. The incumbent will also be responsible for providing reception relief as required.</li> <li>- As part of the organizations mandate to be a connecting point between the compassionate and less fortunate, the incumbent is expected to facilitate volunteers whenever possible in the performance of his or her duties</li> <li>- 1 full time term position for 12 months.</li> <li>- 4 full time term positions for 12 months.</li> </ul>
<b>JOB DUTIES</b>	<ul style="list-style-type: none"> <li>- Handle and process donations;</li> <li>- Ensure donors are being thanked in a timely manner;</li> <li>- Supervise volunteers in the department;</li> <li>- Perform complaint management when needed;</li> <li>- Batch and process non-monetary donations;</li> <li>- Write hand-written letters and notes to donors on behalf of our volunteers;</li> <li>- Donation Centre reception coverage as required;</li> <li>- Perform other tasks that may be assigned by the Donor Care Manager</li> </ul>
<b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>- A post-secondary degree or diploma in business, office management, social services or related sector. An equivalent combination of experience and education are encouraged to apply;</li> <li>- Experience in front line customer service experience providing exceptional telephone etiquette in contact center environment;</li> <li>- Strong computer skills with keyboarding skills at minimum 45 wpm;</li> <li>- Capacity to maintain accurate documentation and timely reporting;</li> <li>- Outstanding attention to detail and organizational skills</li> </ul>

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<b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b>	<ul style="list-style-type: none"><li>- Ability to work with minimal supervision;</li><li>- Ability to lift approximately 40 lbs for reception coverage;</li><li>- Previous front desk duties preferred;</li></ul>
<b>APPLICATION PROCESS</b>	Send targeted resume Apply through your CC
<b>APPLICATION DETAILS</b>	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
<b>JD</b>	Precious Babalola