

## **Job Posting**

### **Alzheimer Society of Canada**

**The Alzheimer Society's** vision is a world without Alzheimer's disease and other dementias. Our mission is to alleviate the personal and social consequences of Alzheimer's disease and related dementias and to promote research.

#### **OUR VALUES**

**Collaboration Accountability Respect Excellence**

The Alzheimer Society is an equal opportunity employer, and we are dedicated to building a workforce that reflects the diversity of our communities in which we live and serve. We are also committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

#### **Bilingual Donor Relations Assistant (Contract until March 31, 2022)**

**Reports to:** Director, Annual Giving

**Supervises:** n/a

#### **Job Summary**

As an integral member of the administrative support team, and reporting to the Director, Annual Giving, the Bilingual Donor Relations Assistant is a primary point of contact for those who are making a donation via telephone to the Alzheimer Society of Canada. It is therefore essential for the Bilingual Donor Relations Assistant, to consistently apply their exemplary telephone etiquette, pleasant demeanor, excellent communication and organizational skills, resourcefulness, and service orientation to ensure the Society is presented and represented in a professional manner.

Responsibilities include but are not limited to performing clerical and administrative functions in support of the Society's donor data providing French support, maintaining the Society's donor data management system(s) in an accurate and timely manner, performing assigned clerical functions. This position will be responsible for donor quality control and includes such functions as acknowledgments, preparing correspondence, processing donations, data-entry, performing outbound calls and answering emails.

#### **Essential Duties and Responsibilities:**

##### **Bilingual Donor Customer Service**

- Performs clerical and administrative functions to support the Society's donor relations program.
- Handling and processing French and English-speaking donor requests, ensuring that requests and concerns are handled to the satisfaction of the donor. All donors must be responded to in a timely and courteous manner.
- Manage incoming and outgoing mail, couriers; opens, sorts and processes donor mail.

## Job Posting

- Records memorial donation information in an accurate manner, including noting credit card information; prepares and mails memorial cards, in a timely manner. Prepare and send out tribute gift cards as needed.
- Contacts donors regarding donation problems, e.g., credit card problems (an invalid or incomplete credit card number, etc.) or donations have not been processed due to donor error, e.g., an unsigned or incomplete cheque, etc.).
- Responds to donor requests for information on Alzheimer's disease and related disorders, duplicate receipts, etc.
- Receives and addresses requests from provincial and local chapters regarding donor requests (donations, tax receipts, modification and cancellation of mailings, prospect mailing inquiries, etc.) and handles donor complaints, within scope of authority, including explaining, clarifying and exchanging information; escalates donor issues to the Donor Relations Coordinator, as appropriate.
- Coordinates the wedding donation program, including the preparation of acknowledgement certificates, seed packets, and special orders of blank cards and pins. Draft's donor correspondence, as necessary.
- Provide monthly donor stewardship calls, emails and handwritten thank-you notes.

### Francophone Resource Support:

- Provides French translation services to support the Society's donor relations program.
- Receives and responds to French language telephone calls, correspondence; acts as liaison/translator between staff and caller, as required.
- Communicates requests/orders for French materials and other information (e.g., pamphlets, videos, etc.) to the Shipper/Receiver.

### Data Management:

- Maintains the Society's donor data management system(s) in an accurate and timely manner.
- Responds to donor requests to be added/deleted from the Society's mailing list; amends/corrects donor information, as required.
- Update donor information and track all points of contact with donors via Raiser's Edge donor database
- Provide support to the Monthly Donor Coordinator to ensure all monthly donor files are updated and all confirmation/update letters are sent to donors in a timely manner.
- Ensure the quality of donors' records in RE by conducting regular quality checks (daily, weekly, monthly, or as needed) through validation queries and/or routine maintenance checks and update records as needed.
- Pull daily, weekly, and monthly reports from database on key performance metrics.
- Other duties as assigned

### Job Qualifications

#### Education:

- Post-secondary education in fundraising, business, or related field.

#### Experience:

- At least 3 years related experience.
- Previous experience in a not-for-profit organization is an asset.
- Equivalent combinations of education and experience will be considered.

## Job Posting

### Other Knowledge, Skills, Abilities or Certifications:

- Written, verbal and comprehension fluency in French
- Exemplary phone etiquette
- Excellent verbal, written, communication skills, client service and interpersonal skills.
- Good knowledge of relevant software programs, i.e., Raiser's Edge, Word, Excel, PowerPoint, Internet Explorer, MS Outlook, etc.
- Ability to use tact, direction and patience when handling unpleasant contacts, e.g., angry donors.
- Excellent organizational, planning and time management skills, including handling multiple, concurrent, issues and tasks.
- High degree of professionalism and integrity.
- Demonstrated orientation to detail.
- Ability to maintain confidentiality of information and act with the utmost discretion.
- Ability to take initiative and work proactively is essential.

Please submit your resume and cover letter to: [resumes@alzheimerssc.org](mailto:resumes@alzheimerssc.org)

Please include the 'Job Title' in the subject line.

**Closing Date: September 3, 2021**

### Commitment to Equitable Recruitment

The Alzheimer Society welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as LGBTQ2S+.

We thank all who apply, but only those selected for an interview will be contacted.