



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

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## Internal / External Vacancy Notice

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### Development Assistant - CANTO/PSP/VN/003

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Location: Toronto, Ontario  
Start date: 01 June 2018  
Application deadline: 30 April 2018

#### 1. General Background

The United Nations Refugee Agency (UNHCR) is the world's leading not-for-profit organization in helping and protecting the millions of people forced to flee their homes because of violence, conflict and persecution. We deliver life-saving assistance, including shelter, food and water while also safeguarding fundamental human rights, safety and dignity.

Our Canadian office is part of a global network that works in 130 countries, protecting over 65 million people. We were founded in 1950 as part of the United Nations effort to help people displaced by World War II. Since then we've been on the ground helping over 50 million people forced to leave their homes, and have even received two Nobel Prizes for our work.

We're passionate about the people we help—and the amazing team of people who work for us. We thrive on excellence, integrity and respect for diversity. Our culture is dynamic, results-oriented and focused on change, ready to tackle the latest global humanitarian crisis. You'll be part of a newly growing team that—due to a significant revitalization process—is set for transformational growth. We need someone who's not only ready to jump in at the start of this journey, but has the skills, energy and creativity to help shape what comes next.

#### 2. Purpose and Scope of Assignment

The Private Sector Partnerships (PSP) Fundraising Assistant will be the first point-of-contact for donors at UNHCR Canada. 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.

Specific areas of responsibility include:

**Donor Service** - Provide front-line customer service for all inbound inquiries from donors, through the phone, email and mail and will assist donors with gift acknowledgments, refunds, tax receipt requests, tribute and symbolic gift cards and other donation related issues.

**Monthly Donor Program Management** - Lead our efforts to maintain our 15,000 monthly donor base, including managing calling campaigns through telemarketing vendors to renew, upgrade and reinstate monthly donors, fielding calls and inquiries from monthly donors to help them manage their gifts and contacting donors with declined credit cards to reactivate their gifts. May also conduct stewardship calls, email and prepare handwritten notes as needed.

**Community Fundraising** - Develop our peer to peer community fundraising program and have primary responsibility for the growth of this program, including soliciting potential fundraisers, managing the website, creating stewardship materials for fundraiser, tracking and reporting on events, attending events when possible and assisting with planning.

**Fundraiser Recognition Program** - Assist in the development of a strong fundraiser recognition program, developing recognition materials for our telemarketers and street canvassers to motivate and steward them.

**Administrative Duties** – Manage all stock and inventory for the purposes of donor and fundraiser recognition. Assist with various administrative duties related to the individual giving portfolio including managing incoming and outgoing mail, couriers; opens, sorts and processes donor mail.



### 3. Monitoring and Progress Controls

- In conjunction with the team, raise \$10 million for the Individual Giving portfolio in 2018.
- Ensure declined monthly donations are reactivated at a rate of at least 50%, helping to reduce overall monthly donor attrition rates.
- Ensure gold standard of donor service, including response rate of 24 hours or less.
- Provide bi-weekly status report to direct manager.

### 4. Qualifications and Experience

#### a. Education

- Completion of the Secondary Education with certificate/ training in communication, marketing, advertising, international development or other related discipline

#### b. Work Experience

- Minimum 1-2 years of experience in a donor service role at a charity or not-for-profit.

#### c. Key Competencies

- Bachelor's degree or college diploma.
- French Language strongly preferred (written and oral).
- Ability to work independently as well as part of a team.
- Raiser's Edge experience a desirable asset.
- Strong organizational skills and ability to prioritize tasks.
- Proficiency with Microsoft Office suite, including MS Word, Excel and Power-point
- Excellent problem-solving skills.
- Ability to work confidently under pressure to deadlines.
- Strong customer service approach
- Maintains a positive attitude – is outgoing and cheerful with donor interactions.
- Ability to work with confidential information with discretion.

Salary for this position will be according to the established UN Salary Scales for Canada.

To apply for this position, please send a copy of your resume and cover letter to [cant1adm@unhcr.org](mailto:cant1adm@unhcr.org) with “CANTO/VN/PSP/003–Development Assistant” in the subject line.

Please note that the receipt of applications will not be acknowledged and only short-listed candidates will be contacted for interview.

**NO PHONE CALLS PLEASE**