



UNHCR

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

Internal / External Vacancy Notice

CANTO/PSP/VN22/040 – Donor Care Intern

Location: Toronto, Ontario
Title: Donor Care Intern
Duration: 6 Months
Contract Type: Internship
Expected Start Date: September 2022
Reference: CANTO/PSP/VN22/040
Closing Date for Application: 23 August 2022

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 135 countries, protecting over 80 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 have been on the ground helping over 80 million people forced to leave their homes and have even received two Nobel Prizes for our work.

We are 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 will be part of a newly growing team that due to a significant revitalization process is set for transformational growth. We need someone who is 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

An internship with UNHCR Canada means the candidate will engage in the daily activities of our employees and gain real world experience while making a difference in the lives of people worldwide. Working with a seasoned fundraising professional team, they will immediately embrace real, meaningful assignments. The candidate will apply their educational knowledge to real-life situations while being urged to use own creativity in their own work.

This intern position will report to and work with the Senior Donor Care Assistant.

Duties and Responsibilities:

- Donor Support: Help manage donor inquiries coming in through the donor care inbox, answering phone calls and call center escalations.
- Database Entry: Updating donor information in databases including Raiser's Edge and Engaging Networks.
- Peer to Peer Fundraising: Assist the digital team in developing creative content and stewarding peer to peer fundraisers, including sending emails, calling, sending welcome materials, and fundraising kits.
- Writing Tasks: Assist in writing thank-you letters, donor anniversary cards and other donor care related written communication.
- Administration: Helping with general administrative work and other tasks as requested



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Qualifications and Experience

- University degree (completed within previous 12 months or currently in progress) required. Degree in the area of communications, marketing, or international development an asset
- Strong client service skills to provide excellent donor service
- Excellent oral and written communications skills with strong attention to detail
- Ability to work quickly and efficiently under deadlines
- Ability to work independently as well as part of a team
- Good computer skills, in particular Microsoft Word, Excel, and PowerPoint
- Knowledge of or experience in database entry/management an asset
- Fluency in written and spoken English. French language skills are a strong asset

Eligibility

Interns must be eligible to work in Canada.

In order to be considered for an internship, candidates must meet the following criteria:

- Recent graduate* or current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO; and
- Have completed at least two years of undergraduate studies in a field relevant to, or of interest to, the work of the organization.

**Recent graduates are to be considered those persons who completed their studies within one year of applying for an internship with UNHCR.*

NOTE: An individual whose father, mother, son, daughter, brother, or sister is a staff member of UNHCR, including a Temporary Appointment holder or a member of the Affiliate Workforce, is not eligible for an internship.

Food and Local Transportation Allowance

Interns who do not receive financial support from an outside party will receive an allowance to support costs related to food and local transportation.

The maximum allowance for a full-time internship is \$1000 USD. UNHCR working hours are from 9-5 Monday through Friday.

The duty station for this internship is Toronto. Individuals applying from other provinces are responsible for associate travel cost to Toronto.

Medical insurance

The selected candidate for the internship is required to provide proof of health insurance as part of his/her hiring documents. UNHCR internship contract does not include any medical insurance coverage.



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To apply for this position, please fill in the UN **Personal History/Supplementary forms**, found on our website (<https://www.unhcr.ca/careers/>) and send those forms along with your **cover letter** and **CV** to cant1adm@unhcr.org. Please provide the exact date of enrolment and completion of your studies on the cover letter and UN Personal History Form. Additionally, please indicate “**CANTO/PSP/VN22/040- Donor Care Intern**”

The Applications/Forms must be **submitted in English**.

Please note the following:

- The receipt of applications will not be acknowledged, and only short-listed candidates will be contacted for interview.
- The interviews and technical tests will be conducted based on Canada EST time zone.
- Applications received after the deadline or without UN Personal History Form will not be considered.

WE REGRET WE DO NOT ACCEPT ANY PHONE CALLS

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce.

Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation, and gender identity. UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing, or training).

We welcome applications from candidates with a refugee or stateless background.