
Internal / External Vacancy Notice

Individual Giving Assistant – JR2667967 CANTO/PSP/VN/26-006

Location: Montreal Based Reporting to Toronto Office
Title: Individual Giving Assistant
Application deadline: 27 July 2026 (Geneva Time Zone)
Type of contract: Temporary Appointment
Category/Grade: General Service, Grade 4
Duration: 01 September 2026 – 31 December 2026 with possibility of extension
Expected start date: 01 September 2026
Workday Reference: JR2667967

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 68 million people forced to leave their homes and have even received two Nobel Prizes for our work.

Within the Private Sector Partnerships (PSP) team, we fundraise from individual Canadians, business, and Foundations. 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. Operational Context

Private Sector Partnerships Service (PSP) sits within UNHCR's Division of External Relations (DER) and is responsible for mobilizing resources from the private sector for refugees. UNHCR has developed a Private Sector Fundraising Strategy focusing on both Individual Giving and Private Sector Partnerships, identifying priority fundraising markets and regions.

Individual Giving (IG) is targeted at the general public to secure the support of individuals through regular, unrestricted donations, cash appeals and legacies. The aim is to generate both monthly and one-time donations from individuals using various channels and methods including direct mail, face-to-face fundraising, telemarketing, digital fundraising, DRTV and emergency fundraising, with focus on strong donor loyalty and lifetime value.

The purpose is to maximize the donor base from the individual giving (IG) for UNHCR, those with the ability to provide donations of between \$1 to \$10,000 (depending on local market conditions, as well as scope of responsibility) per year to UNHCR.

The role of PSP Individual Giving Assistant will report to the Donor Relations Manager. This position is vital to ensure overall donor satisfaction, by acting as the first point-of-contact to UNHCR's supporter base. The position will be required to respond to donor inquiries in a timely manner through the monitoring of our donor care inbox, as well as outbound and inbound call management. Attention to detail is an essential in this role, as the accuracy in maintaining donor records within the CRM (Raiser's Edge and/or Salesforce) is a primary functionality within the role. This role will also work collaboratively with a variety of stakeholders outside of our donors, including third-party vendors, our bureau office in Ottawa, our HQ colleagues, our greater PSP Canada teams (IG, Major Gifts, Data team, Comms team), therefore strong communications skills is essential. This role will also look to support multiple teams in their bespoke needs, including gift processing, coding and tracking of gifts, reporting and assistance in data work as needed. Bilingualism in French is a preference for this role.



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Duties

General

- Provide front-line customer service for all inbound inquiries from donors, through the phone, email and mail and assist donors with gift acknowledgements, refunds, tax receipt requests, tribute and symbolic gift cards, and other donation related issues.
- Develop dashboard and KPI reporting to identify opportunities in order to maximise donor lifetime value to increase revenue.
- Assist in procurements related to IG activities (e.g. Face-to-Face) including preparation of RFQs or RFPs, receipts of quotations, bids or proposals in compliance with the procurement standards and rules.
- Assist in liaising, monitoring and reviewing of outsourced vendor services performance such as data entry, telemarketing, letter shopping services, etc.
- Prepare regular progress reports on the made-on acquisitions and donor care KPIs.
- Liaise with bank and payment platforms to ensure timely and accurate payment collections.
- Support UNHCR's donor care and fundraising events; track and report on events, attend events when possible and assist with planning.
- Participate in annual campaign goals.

Donor Acquisitions

- Work closely with the supervisor to design, implement, monitor and optimize Donor Acquisition programmes and make sure KPIs are met.
- Conduct telephone fundraising campaign, as/if required.
- Provide necessary support to help ensure KPIs are achieved including provision of quality and timely reporting to the relevant teams.
- Ensure Donor Acquisition (e.g. Face-to-Face) programs achieve the targets, including monitoring and tracking budget and expenditure.
- Compile and analyse data received from regular reports provided by Donor Acquisition (e.g. Face-to-Face) agencies and reports to the manager on regular basis.
- Prepare and participate in the recruitment of Donor Acquisition (e.g. Face-to-Face) fundraisers to fill vacant positions including applications' review, interviews and tests as well as orientation and induction.
- Monitor the effectiveness of the Donor Acquisition campaign locations.

Donor Relations

- Respond to donor inquiries, concerns and request promptly and professionally through a variety of channels (phone, email, mail) and identify areas for improvement in donor care processes through management of donor feedback (preference for bilingualism in French for these duties)
- Manage and enhance relationships with existing and prospective donors, ensuring their continued engagement and support with UNHCR's mission.
- Maintain accurate and up to date donor profiles and records at the CRM level, including address changes, communication preferences updates, donation updates etc.
- Help to ensure effective communication of donor acknowledgments through regular review of thank you letters and overall receipting process, including single gift receipts and annual receipting for monthly donors.
- Assist in the effective management of monthly donor retention and reactivation through the management of in-house donor service letters, outbound calling and email communications, notifying donors of their giving cycle and looking for areas of how to improve overall monthly donor retention
- Collaborate with the Individual Giving team to help create compelling donor-focused content, such as impact stories, testimonials, and appeal communications Work closely with the Donor Care Manager and overall IG team to find areas of improvement for donor experience.
- Stay informed about industry trends, best practices and innovations in donor relations and fundraising

Donor Retention and Development

- Deal with donors' requests and manage complaints.
- Assist in following up donors by phone, post, electronic mail in relation to donation transactions issues and donor inquiries.
- Support producing online and offline communication to donors to enhance donor loyalty.



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- Produce reports and analysis to enhance programme performance, donor retention and understand donor behaviour.
- Support donor service toll free number activities.
- Execute data entry needed by outbound and inbound campaigns.
- Update UNHCR fundraising database with donors' data, gifts data, fundraising campaigns data when needed.
- Support fulfilment operations for specific campaigns.
- Assist in processing one-off donation transactions
- Support in processing monthly donations (both autopay and credit cards), escalate and advise the supervisor in case of inaccuracy and special occurrence

Data & Administrative

- Assist in gift processing by facilitating transfer of donations to gift processing vendor and bank in a timely manner and ensuring accuracy of appeal coding details
- Support internal teams on gift tracking and coding processes and reporting for individual team needs
- Provide necessary support to help ensure KPIs are achieved including provision of quality and timely reporting to the relevant teams (including Individual Giving and Major Gifts).
- Assist in the management of third-party vendors through effective monitoring of performance on a daily basis as well as through regularly scheduled update calls
- Assist in management of office based administrative duties, including management of inventory related to individual giving programs (ie – welcome and monthly donor programs), processing of inbound and outgoing mail
- Perform other duties as required.

This is an essential role to support the donor care and data administration portfolio for IG and PPH teams in Canada. The candidate must have a proven experience in a fundraising or sales environment working on donor/customer care or fundraising. Proven experience of managing donor or customer records with a customer relationship database. Experience in a donor service role at a charity or non-for-profit. Experience in data processing. Experience working in a customer service. The candidate must be fluent in French and English..

Additional Duties

- Work on the implementation of the acquisition, donor retention and development programmes as per approved annual plan(s).
- Work on donor servicing and communications to provide a best-in-class donor care with best practice standards (welcome, information, thank you letters, donor monthly newsletter, in-bound and out-bound donor emails and calls, complaints, etc.).
- Work on campaigns such as upgrade, conversion, acquisition, welcome, recapturing, loyalty, thank you, one-off calls, marketing research, upgrade middle donors, middle donors one-off and others.
- Monitor and report on progress against the work plan, expenditure, budget and targets.
- Work on the donor database management and any activity related to the donor data care, ensuring data entry accuracy, and provide analysis of data upon request.
- Work to develop cross channel fundraising campaigns such as F2F, Digital, DRTV, Multichannel, Direct mailing, etc. and in particular for:

Face to Face

- Assist in working with partners, contractors, and suppliers to implement the program(s).
- Assist in working on high quality of data monitoring to analyse all performances per frontliner, per city, per team, per area, per location etc... in order to make the programme data driven.
- Work on the drafting of guidelines, manuals, and policies to ensure a solid Face to Face programme (in-house model) led by best practices.
- Work on location strategy to acquire new locations, and to keep and upgrade the existing ones.
- Support the drafting of marketing briefs to create specific Face to Face campaigns based on improving the connection between the donor and the cause.
- Work as requested in the procurement process for all supplier relationships linked to new agencies or suppliers.

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Digital, DRTV and Multichannel

- Assist in preparing the online content as well as in implementing digital marketing and fundraising campaign initiatives.
- Assist in implementing lead generation programmes (including telemarketing) with channels integration to maximize ROI.
- Assist in the procurement process for all supplier relationships linked to new donor acquisition through digital channels.
- Assist with reporting related to digital fundraising, including quarterly reports, mid-year, and year end reports.

Cold Mailing

- Assist in the production process of each DM activity in line with planned timing, quantity and quality of service and coordinating with the suppliers on all technical aspects.
- Work on donors' data extraction from the database to secure names file delivery to suppliers.
- Work on campaigns reporting systems and setting report templates to monitor supplier performances.
- In case of emergency, assist in developing and implementing production procedure.
- Work on other direct marketing acquisition activities if requested (i.e. inserts production, press ad, take ones, etc...)

Donor Retention and Development

- Work to develop cross channel donor cultivation activities to maximise acquisition investment and improve donor Life Time Value (LTV), such as:
- Work on donor journeys according to planned schedule, conduct testing among journeys, implement donor engagement activities.
- Work on supporter experience initiatives and retention programs continuously assist in fine tune and customize existing approaches.
- Support in donor development communications plans and fundraising activities, such as newsletter and special appeals.
- Assist in liaising with external agencies/consultant on email marketing performance optimization including the design of new email templates and email assets.
- Work on donor retention communication materials and activities for existing donors and for emergency appeals.
- Assist in developing the design and production of the donor care materials.
- Work with telemarketing suppliers.
- Work on donor care activities in compliance with requirements of local legislation, regulations, and codes of practice.
- Work on recapturing by emails/mails, thank-you to donors on a regular (weekly/monthly basis).
- Handle any in-bound donor communications resulting from the donor development activities.
- Support the identification and management of risks and seek to seize opportunities impacting objectives in the area of responsibility. Ensure decision making in risk based in the functional area of work. Raise risks, issues and concerns to a supervisor or to relevant functional colleague(s).
- Perform other duties as required.

3. Education & Professional Work ExperienceYears of Experience / Degree Level

For G4 - 1 year relevant experience with High School Diploma; or Bachelor or equivalent or higher

Field(s) of Education

Not applicable

Certificates and/or Licenses

Public Administration,
or other related field.

Business Administration,

Economics,

(Certificates and Licenses marked with an asterisk* are essential)



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Relevant Job Experience

Essential

Knowledge or experience in private sector fundraising, sales, client/donor communication, marketing, or journalism. Participation in fundraising campaigns in profit or non-profit industry. Ability to maintain databases and software in fundraising.

Desirable

Understanding of the non-profit sector. Knowledge of database migration and setting up a Contact Relationship Management (CRM) system. Project management experience. Vendor management experience. Experience in data analysis and segmentation.

Functional Skills

PS-Direct Marketing and Direct Response Fundraising
PS-Private sector fundraising and partnerships
PS-Fundraising-face to face, mass appeal, digital, emergency, DRTV, etc.
CO-Cross-cultural communication
CO-Drafting and Documentation
(Functional Skills marked with an asterisk* are essential)

Language Requirements

For International Professional and Field Service jobs: Knowledge of English and UN working language of the duty station if not English.

For National Professional jobs: Knowledge of English and UN working language of the duty station if not English and local language.

For General Service jobs: Knowledge of English and/or UN working language of the duty station if not English.

Competency Requirements

Core Competencies

Accountability
Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies

Judgement and Decision Making

Cross-Functional Competencies

Planning and Organizing
Analytical Thinking
Technological Awareness

4. Eligibility Criteria

Applicants must be resident in and eligible to work in Canada when applying.

To be eligible to work in Canada, applicants must have one of the following legal statuses: Canadian citizen OR a (valid) Permanent Resident of Canada OR authorization in writing to work in Canada under the Federal Immigration Act (valid work permit).

5. Remuneration

As per the current UN salary scale for Montreal, Canada, the gross salary range for Grade 4 is 63,095 – 72,403 CAD at the time of this advertisement.



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6. Submission of Application

To apply for this position, please visit the UNHCR [career webpage](#).

Please note that only shortlisted candidates will be contacted - We regret we do not accept any phone calls.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing, or any other fees).

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, color, 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.