

Job Posting

Position: Customer Service Representative

Department: Marketing and Philanthropy

Work Location: 5 McLachlan Dr, Etobicoke, ON M9W 1E3

Status: Full-Time

Hours: 37.5 hours per week

POSITION SUMMARY: The Donation Line Representative will report directly to the Senior Manager, Philanthropy - Legacy Giving. The Donation Line Representative will be responsible in answering donor's phone calls and process donations over the phone.

Responsibilities

- Answer inbound calls from donors and potential donors in a courteous manner.
- Make outbound calls such as donor stewardship calls.
- Process donor donations through an online donation form.
- Answer donor inquiries courteously and efficiently.
- Support the Fundraising Operations team in day-to-day activities.
- Assist in generating tax receipts and acknowledgment letters for donors.
- Learn and effectively communicate Scott Missions ministries and programs.
- Other duties as assigned.

Qualifications

- Advanced telephone, computer, and communication skills.
- Fluent working knowledge of Microsoft Office programs such as Excel, Word, Outlook, and Teams.
- Team-oriented with attention to detail.
- Respect the confidentiality and privacy of donors.
- Able to multi-task and work independently.
- Superb command of the English language (both written and oral).
- Affinity for working in a medium-sized non-profit, charitable environment.
- Have a solid and vibrant Christian faith. Regular attendance at a recognized church or worshipping community.
- Hold a solid understanding of Christian ministry and application.
- Agree with and support Scott Mission's Christian Statement of Faith, Goals, Objectives, Conduct Policy and Philosophy of Ministry.

Cover letter and resume can be submitted to careers@scottmission.com

Only those applicants selected for an interview will be notified. No phone calls please. **For more information about The Scott Mission, please visit www.scottmission.com**

The Scott Mission welcomes and encourages applications from people with disabilities.

Accommodations are available on request for candidates taking part in all aspects of the selection process.

Employment is conditional to results of Police Reference Check and satisfactory references.