



ASSIGNMENT DESCRIPTION

ROLE IDENTIFICATION

Role:	Officer, ePledge and Database Support
Department:	Corporate Services
Reports to:	Director, Information Management

PURPOSE OF ASSIGNMENT

The Officer is responsible for the activation and customization of online access for workplace accounts in both the Federal Government and private sector. In addition to proofreading and uploading site content, the incumbent also responds to inquiries from donors and volunteers accessing the site. This Officer works closely with the technical team to maintain site standards with regard to new developments.

RESPONSIBILITIES

- Working with fundraising software, collect and manage content for workplace campaigns requesting ePledge access
- Create and tailor website
- Configure accounts
- Respond to inquiries from site users via email and telephone in a timely manner providing clear, accurate and concise information that enables them to resolve online access issues
- Maintain strong and cooperative relationships with volunteers, donors, users and staff
- Assist with the maintenance of donor records and online giving profiles:
- Merging existing and creating new records
- Personalizing information
- Cleansing data – eliminating duplication, entering missing data
- Document issues and solutions
- Follow up with clients as appropriate
- Working within the information technical team, participate in, provide, recommend and assist with new enhancements/developments of the site.
- Maintain a strong knowledge and understanding of the functionalities of the site to ensure the site meets expectations in terms of user requirements and accessibility
- Share knowledge, expertise and best practices with the information technical team and users

TIME COMMITMENT

This assignment is a full-time one year opportunity starting June 2020 and includes professional training. The candidate must be available for the full duration.

QUALIFICATIONS

- Experience in customer service and/or client management
- Exceptional communication and organizational skills
- Superior customer service approach
- Tact, diplomacy and discretion
- Solid computer skills: Microsoft Office, database management
- Experience working with fundraising software an asset
- Working knowledge of HTML preferred
- Ability to manage multiple projects in a fast-paced, deadline-driven environment
- Strong attention to detail
- Flexibility
- Analytical and problem-solving abilities
- Ability to work in a team environment and individually
- Proven ability to build consensus and work effectively within a cross-departmental teams
- Bilingualism preferred

BENEFITS OF THIS ASSIGNMENT

- Apply and refine professional competencies through experience in the non-profit sector: Communication; Interpersonal; Client Services; Self-Management; Thinking; and Organizational
- Create new programs or initiatives for United Way East Ontario, developing leadership and program management skills
- Opportunity to work with a dynamic community organization
- Contribute to making our community stronger, healthier and safer for all

HOW TO APPLY

Please **obtain your manager's approval**, and then send your CV and a cover letter (maximum 500 words) to jgsteil@unitedwayeo.ca. Please indicate which positions are of interest and copy your manager in your submission.