



Last updated: October 2023

Job Title

Supporter Services Representative (Bilingual)

Impact Statement

Supporter Services Representatives build, nurture, and strengthen relationships with Doctors Without Borders (MSF) donors and prospective donors. They provide exceptional service to anyone engaging with MSF, primarily through phone and email communications, stewarding people and helping ensure a successful supporter journey that is an extension of the MSF brand.

Key Responsibilities

- Exceeding donor expectations in their donor experience through both inbound and outbound phone and email communications
- Creating a sense of pride and comradery with donors and coworkers for contributing to the work MSF does as a movement
- Supporter service oriented, maintaining a high level of understanding of a donor's situation and needs
- Extensive recordkeeping and database maintenance

Job-Specific Competencies

Engagement

- Demonstrated professionalism in verbal and written communication to engage with donors who have requested or have been identified as needing additional support via phone and email
- Donation acknowledgement and donor stewardship
- Welcome and guide any donors that visit the office
- Engage with external partners as needed

Administration

- In-office mail and physical donation sorting
- Support gift processing and fulfillment, stewardship, and recognition activities
- Database record maintenance and updating, for Raiser's Edge, Luminate Online and Zendesk ticket system

Fundraising Support

- Escalated donor service queries
- Support with special fundraising projects, community events and programs
- Coordination for stewardship, recognition, acknowledgement, and other donor campaigns

Quality Control and Solutioning

- Collect and update information for reporting
- Watch and report on identified trends

- Quality review of donor interactions such as calibration calls
- Identify and report potential problems
- Contribute to offering individual and team solutions

Core Competencies

- **A Commitment to MSF's Principles;** Proficiency level 2: Acts towards the fulfilment of MSF's Social Mission
- **Cross-cultural Awareness;** Proficiency level 3: Demonstrates an integrating attitude
- **Behavioural flexibility;** Proficiency level 2: Adapts behaviours to the needs of the situation
- **Service Orientation;** Proficiency level 3: Anticipates clients' needs

Knowledge and Experience

- Experience in donor, customer, client services or similar interaction with the public
- Experience working with MS Office applications and e-mail programs
- Familiarity with the not-for-profit sector or experience with fundraising
- Experience working with Blackbaud's Raiser's Edge, Luminate Online, and/or ZenDesk, or similar databases and systems

Education, Certifications, and Languages

- Proficiency in written and spoken English
- Proficiency in written and spoken French

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required
- Hybrid working model with up to 60% remote work and in office work taking place at the MSF office in Toronto
- The office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor, task lamp and telephone
- Work requires long hours in front of a computer/laptop screen
- Periods with high levels of call and email volume which could be stressful (particularly Q4 and Q1 of new year)
- Interaction with clients/donors and the public at large

Job Information

Position Level: Individual Contributor

Department: Fundraising / Mass Marketing

Position Status: Permanent

Activity Rate: 100% (37.5 hours/week)

Location: Toronto, ON

Salary Grade: Level A on the MSF Canada Salary Grid, \$35,100 per year

Status: Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any country outside of Canada

Benefits: Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' vacation/year, flexible work hours, annual professional development budget, Employee

and Family Assistance Program (EFAP), and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.