

Customer Service / Donor Care:

The Canadian Society for the Defense of Christian Civilization – Canada Needs Our Lady is a Catholic non-profit organization that is currently seeking a full-time Customer Care Representative for its Saint Hubert office on the south shore of Montreal.

Primary Responsibilities:

- Provide excellent donor and supporter care through phone calls, emails, and written correspondence, including donor follow-up, prayer requests, donation inquiries, and other supporter communications.
- Answering incoming phone calls and emails in a timely, professional, and courteous manner.
- Process daily donor transactions and administrative batches accurately and efficiently.
- Maintain and update donor information and records with accuracy and attention to detail.
- Fatima visits: Organizing, scheduling, and updating data (seasonal)
- Recruit, communicate with, and provide guidance to Rosary Rally Captains across Canada in support of the annual CNOL Rosary Rally Campaign, helping to promote prayer and devotion to Our Lady through public, peaceful Rosary Rallies.
- Provide administrative and clerical support to ensure the smooth operation of the organization and completion of various projects and tasks.
- Perform other office duties as required.
- Assist with online communication and social media-related activities.

Qualifications:

- Bilingual in French and English (written and spoken).
- High School Diploma (DES) or equivalent.
- Previous experience in customer service, donor care, administration, or a related field.
- Strong verbal and written communication skills with the ability to interact professionally and compassionately with people.
- Strong computer skills, including proficiency with Microsoft Office applications and the ability to learn and work effectively with online systems and databases.
- Excellent organizational skills with the ability to manage multiple priorities and maintain accuracy.
- Ability to work independently while contributing positively as part of a team.
- Friendly, professional, and respectful demeanor.
- Strong problem-solving skills and attention to detail.
- Compassionate, mission-oriented, and committed to serving others.

Details:

- Schedule: Monday to Friday, day shift, flexible hours.
- Expected hours: 30 – 40 per week
- Salary range: \$20-24\$/hour
- Job Type: Full-time
- Start date: Immediately

If you are a serious candidate who meets the qualifications, please send your CV to joann.glive@cnol.org.