



Aide à l'Église en Détresse
Aid to the Church in Need

ACN CANADA

Aid to the Church in Need is an organization that supports poor and persecuted Christians around the world. The Canadian office, located in Laval, offers you a unique opportunity to work for an organization with offices in 24 countries and support activities in more than 156 countries.

SERVICE TO ENGLISH-SPEAKING DONORS

The person responsible for services to English-speaking donors is among the first to have contact with donors and must therefore provide them with impeccable service.

Responsibilities

Relations with benefactors

- Responding to donor inquiries (in English by mail, email, or phone);
- Sending packages when promotional items are ordered;
- Opening and coding mail in the absence of volunteers;
- Processing donations from CanadaDon, PayPal, and online donations.

Data entry

- Enters donations in Raiser's Edge (TRE) (returns, entries, corrections, etc.);
- Researches and corrects problematic data and ensures data quality;
- Verifies data entries made by volunteers when necessary;
- Issues thank-you letters and receipts for tax purposes.

Other

- Participates in team meetings;
- Participates in the organization's events;
- Performs any other related duties.

Requirements

Excellent command of English, both spoken and written
Knowledge of the Raiser's Edge CRM or any other CRM used in the charitable organization sector
Ability to build relationships, professionalism, resourcefulness, and versatility

a mis en forme : Anglais (Canada)

Working conditions

37.5 hours, in Laval (15 minutes from Cartier metro station)
Hybrid work model (2 days in the office / 3 days working remotely)
Pension fund
Health insurance paid 50% by the employer

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