

Western Canada Charity Engagement Specialist/Inside Account Manager

CanadaHelps is looking for an energetic, versatile, quick-learning, account manager with a passion for social change and experience in sales to join our team. This is an opportunity to join one of Canada's first, and North America's most successful, social enterprises. We have a small, dedicated team of entrepreneurial-minded peers who have a passion for helping small and medium sized charities succeed, while engaging with donors to increase giving in Canada.

We believe technology and data are transformational game-changers for generating social profit. We democratize access to technology by providing affordable, online fundraising and training tools to more than 16,000 registered charities across Canada and collect donations for 70,000 others. We're in an exciting period of product and data strategy development, combining the opportunities for both social impact and career growth in an entrepreneurial but well-established organization.

The focus of this role is:

- **Western Canada presence:** Engaging our thousands of charity partners from British Columbia to the Prairies through service, regular communication, and anticipating needs.
- **Ongoing partner engagement:** Working with our partners to help them use the new online fundraising tools we've built that will help them grow their donations.
- **New partner development:** building relationships with prospective charity clients that use CanadaHelps' products for their online fundraising.

You will excel in this role if you:

- Can persuade and influence others while maintaining the highest level of respect and integrity;
- Excel at building and nurturing relationships with potential clients from prospect through to sale;
- Have a client-service orientation and a desire to exceed client expectations;
- Are organized, attentive to detail, and results-oriented, especially considering the part-time nature of this role;
- Can manage competing demands for attention, and several relationships at different stages along the sales funnel; and
- Can work independently and with little supervision.

Responsibilities:

- Develop strong relationships with clients by maintaining regular contact and communication; trouble-shooting, problem-solving, gathering feedback and input, anticipating client needs, and being pro-active; and updating clients on new products, features and services.
- Growing engagement with new products, features and services; participating in charity sector events; and promoting our services through appropriate association and community channels.

- Prospecting new opportunities, including helping to identify, evaluate, and qualify best opportunities and leads; segmenting opportunities and leads;
- Conduct daily calls and regular meetings to clearly demonstrate the competitive advantage and value of CanadaHelps' charity products, and drive onboarding conversion.
- Meet or exceed targets, regularly report on progress towards goals and participate in regular meetings with VP Community Engagement as a virtual team.
- Maintain expert-level knowledge of CanadaHelps products for charity partners.
- Monitor CanadaHelps competition for market trends, changing pricing, and service offerings.
- Assist in the development of sales material, charity sales strategy, and marketing strategies and tactics for Lead Gen in collaboration with the VP Community Engagement.
- Supply CanadaHelps' management with information on client needs, interests, competitive activities, and potential for new charity products.
- Keeping accurate and up-to-date records of all activity in the team CRM.
- Lend support to VP Community Engagement, as needed.

Skills and Experience:

- 1-2 years of sales experience, preferably selling to small to medium-sized businesses;
- Passion for charities and social innovation, and a willingness to learn;
- Excellent verbal (phone and in-person) and written communication and presentation skills; and
- Experience building and nurturing relationships with potential clients from prospects through to sale.
- Volunteer experience in charitable sector (ie. Campaign committee or boards) an asset.

Here's what we have to offer:

- An escape from the corporate or large charity world, with an opportunity to work in a flexible environment where you can see the difference your efforts make to worthy causes all across Canada.
- Unique opportunity to add major value as a key member of a small team in a forward-thinking, technology-focused environment, with dynamic opportunities and interesting challenges.
- Opportunity to work with, and learn from, highly-respected professionals from both the charitable and for-profit sectors.
- Work in a no BS, "get things done", open, collaborative and flexible environment.
- Role is two to three days a week position working from home with flexible hours.
- A part-time, permanent position with a competitive salary, bonus potential and benefits.

Please submit your resume and cover letter by email to pauln@canadahelps.org by **Monday May 2**. Please include **"Charity Engagement" in the subject line** of your email. While we thank everyone for their interest, only those selected for an interview will be contacted. No phone calls please.