

Charity and Donor Relations Associate

CanadaHelps is looking for an energetic, tech-savvy, client-oriented Associate to join the Charity and Donor Relations team at CanadaHelps. This is an opportunity to join one of Canada's first social enterprises, a charity helping charities. 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 is a game-changer for increasing giving in Canada, so we build affordable, online fundraising and training tools for more than 15,000 registered charities across Canada and collect donations for 70,000 others.

About You:

You're smart, passionate, and a quick learner. You have a strong interest and curiosity for the digital world, and both your work and personal experience backs this up. You understand the vital work that charities do in this country, and you're eager to help them succeed. You're committed to providing above average customer service to our charity and donor clients, both on the phone and by email, and your flexible attitude means you do what it takes to get the job done.

Required Skills and Experience:

- 1-2 years of experience in a client services role in an online, technology, or eCommerce company
- Excellent communication skills (oral and written)
- Experience with Salesforce and Microsoft Office, and an aptitude for learning new computer programs quickly
- Great capacity to prioritize and multitask
- Ability to work independently and as part of a team

Skills and Experience that would be considered an asset:

- Bilingualism is a strong asset (French and English)
- Experience in the non-profit sector
- Innovative ideas

Here's what we have to offer:

- A chance to make a big difference; both as a key member of a small team and as part of one of the original social enterprises.

- Great co-workers, and a lifestyle-friendly atmosphere in a convenient downtown Toronto location.
- A competitive salary, benefits and RRSP matching.

*Please note that this is a full-time, permanent position to begin as early as June 1, 2015.

Please submit your **resume** and **cover letter** by email to **Jobs2015@canadahelps.org** by **May 1, 2015**. Please include **“CDR Associate”** 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.