

Position title: Administrative Assistant/Donor Care Representative

Application Deadline: October 31st, 2023

Work Environment: Hybrid – Office is in Milton, ON

Work Timings: Flexible – Between 9 am to 6 pm mostly

Should be open to local travel for work

To apply, email cover & resume to info@actionforhumanity.ca with the subject line **“Administrative Assistant/Donor Care Representative”**

Organization Overview:

Action for Humanity Canada (AFHC) is a registered charity committed to providing immediate relief and sustainable development solutions in crisis-affected areas worldwide. With our dedicated team of professionals and volunteers, we aspire to make a substantial difference in the lives of the underprivileged, striving for a world where everyone has access to basic necessities and the opportunity to thrive.

Position Summary:

As an Administrative Assistant/Donor Care Representative, you will play a pivotal role in ensuring smooth organizational operations and robust donor engagement. This dual-role encompasses a range of administrative duties to support our CEO, along with donor care responsibilities to foster and maintain strong relationships with our benefactors. Your work will contribute to creating a supportive work environment and bolstering our mission to provide aid to those in need.

Key Responsibilities:

- Provide executive administrative support to the CEO, including managing calendars, scheduling meetings, and maintaining an organized and efficient office environment.
- Handle incoming calls, voicemails, and emails with professionalism and courtesy, ensuring timely responses and appropriate follow-up.
- Accurately enter donations into the CRM from various platforms, both online and offline, maintaining meticulous records to ensure transparency and trust with our donors.
- Engage with donors during major campaigns via phone calls and other communication channels to encourage contributions and express appreciation for their support.
- Organize and maintain the team drive to ensure easy access to essential documents and information.
- Record and disseminate meeting minutes, ensuring all team members are informed and aligned on key decisions and actions.
- Assist in the preparation and distribution of internal and external communications, as required. Other duties as assigned, supporting various functional areas within the organization to achieve our collective goals.

Qualifications:

- Post-secondary education in Business Administration, or related field, or equivalent experience.
- Minimum of 2 years experience in an administrative role, preferably within a non-profit or charitable organization.
- Exceptional organizational and multitasking skills, with a keen attention to detail.
- Strong interpersonal and communication skills, with a customer-centric approach to donor engagement.
- Proficient in Microsoft Office Suite and experience with CRM systems.
- Ability to work independently and as part of a collaborative team.
- A strong sense of empathy and a passion for humanitarian causes.

Application Process:

Interested candidates are invited to send a cover letter and resume to info@actionforhumanity.ca by October 31, 2023. Please include “Administrative Assistant/Donor Care Representative” in the subject line of your email.

We thank all applicants for their interest in Action for Humanity Canada; however, only those selected for an interview will be contacted. AFHC is an equal opportunity employer and welcomes applications from all qualified individuals.

Together, we can create a world of action, hope, and positive change. Join us!

