



ChildCARE Plus Administrator

ERDO (Emergency Relief and Development Overseas) is a registered Canadian charity and serves as the Christian humanitarian agency of the Pentecostal Assemblies of Canada. It operates in more than 30 countries worldwide providing child sponsorship programs, crisis response, and community development projects.

ChildCARE Plus (CCP) is one of ERDO's primary programs. By means of monthly support, essential care is provided to disadvantaged and/or orphaned children. In each ChildCARE Plus project, a CCP representative ensures that funds are used by agreement to help with the costs of providing food, care, education and spiritual nurture to children in need.

The CCP Administrator is a full-time position that serves as part of an administrative support team in ERDO's Canadian office, 2450 Milltower Court, Mississauga, Ontario. Position set to begin January 2019

The work includes receiving information from CCP projects, creating child profiles and connecting sponsors to available children. The majority of the work is done on-line using Raisers Edge. The work also includes significant personal interactions with CCP's customers – the sponsors and project partners that it serves.

Responsibilities:

- Creating child sponsorship profiles based on information provided by project staff and fulfilling the required sponsor information
- Entering child and sponsor information accurately into RE following prescribed guidelines
- Communicate with external CCP project partners regarding child applications, child letter correspondence and photos
- Assembling and mailing project newsletters to sponsors
- Sponsor account management – writing to sponsors as needed regarding the status of accounts, including financial issues, changing child information, and responding to sponsor questions by phone, email or letter
- Respond to general inquiries about the CCP program and ERDO
- Perform general admin duties including phone resource, photocopying and other assistance where most needed
- Ensuring that all correspondence accurately reflects ERDO and customer service excellence

Required qualifications:

- Strong customer service orientation
- Experienced in working with Raisers Edge and/or donor management systems
- Demonstrated computer skills and aptitude; fully conversant with the Microsoft suite of programs – Word, Excel, PowerPoint, Publisher
- Strong communication skills, both oral and in writing, including excellent spelling and grammar skills
- Ability to make quality decisions within the scope of authority
- Ability to take initiative, work quickly and accurately, and work within the team to develop and implement improvements in work processes
- Experience working effectively in a team environment

Assets:

- Prior experience in a customer service setting
- Expert competency in written and oral French
- Familiarity with relief and development activities and principles of social justice
- Post-secondary education preferred

This position reports to the ERDO – ChildCARE Plus Manager

To apply for this position, please submit a covering letter and resume by email to – CCP2018@erdo.ca

Deadline for applications: December 7, 2018