



**PWRDF**

The Primate's World Relief  
and Development Fund

*le fonds du Primat pour le secours et  
le développement mondial*

THE ANGLICAN CHURCH OF CANADA

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### **Short term Contract Opportunity**

**November 4 2019 – December 24, 2019**

### **World of Gifts Telephone Assistant**

Help us create a just, healthy and peaceful world by supporting PWRDF's World of Gifts annual gift-giving campaign. PWRDF is looking an enthusiastic individual who enjoys speaking on the phone and who is passionate about making a difference to people and communities around the world.

#### Job responsibilities:

- Take telephone orders from donors wishing to give to "World of Gifts"
- Complete orders online
- Track the number of telephone calls received daily
- Respond to donor questions regarding World of Gifts and escalate any concerns as appropriate
- Print, collate, donor promotional items as needed
- Mail donor receipts and promotional items to donors in a timely manner
- Coordinate lunch hours, breaks, and absences from the desk with other staff to ensure continuous telephone coverage
- Retrieve telephone messages regularly and respond in a timely manner
- Inform supervisor of any unique situations, noteworthy donations, complaints, etc.
- Provide backup as needed for other, non World of Gifts telephone donations
- Carry out other duties as assigned

#### Requirements:

- Friendly and patient manner
- Good listening skills
- Ability to enter orders online and to guide donors through the process
- Strong written and spoken English
- Awareness and knowledge about the work of PWRDF is an asset
- Ability to prioritize tasks
- Strong team player

#### Hours:

Monday – Friday from 8:45 am to 4:45pm

Start date: November 4 2019

End date: December 24, 2019

To apply email resume to: [pwrdf\\_careers@pwrdf.org](mailto:pwrdf_careers@pwrdf.org) by October 18<sup>th</sup> 2019