



Kidney Car Donor Services Representative

Location

Remote or Hybrid (Mississauga Branch Office or Ottawa Chapter Office)

Position Status

Vacant Position

1 Year Contract, 35 hours per week

Salary

\$37,000 to 39,000 per year

Selection Process

Artificial intelligence is not used during the hiring process.

Why Join The Kidney Foundation?

Excellent kidney health, optimal quality of life for those affected by kidney disease, and a cure. This vision drives us to build community connections, fund research and deliver programs and services that make a difference in the lives of those impacted by kidney disease, while engaging them in a community of care and support.

You can make a difference by joining our dynamic and dedicated team at The Kidney Foundation of Canada!

What do we offer?

- A hybrid working environment
- Support for a home office set up and monthly home internet allowance
- 3 weeks annual vacation (6% of earnings)
- 10 Health (sick) days per year
- 15 paid holidays per year
- Participation in the Group Insurance Benefits plan (with the exception of Short-Term Disability and Long-Term Disability)
- Participation in the Group RRSP (employer contribution 5%)
- A full employee assistance program
- A culture that supports continuous learning and development



Job Overview:

Reporting to The Kidney Car Program Manager or designate, The Kidney Car Donor Services Representative is a member of the Kidney Car team. The chosen candidate will be primarily responsible for providing top level service to donors through the Kidney Car Hotline, online donations, and email inquiries.

What You Will Be Doing:

- Answers inbound calls and emails to the Kidney Car Program, answering procedural questions and processing vehicle donations.
- Follows established operating procedures and best practices to process phone and web donations correctly and relay key information to Partners in an efficient and timely manner.
- Documents all donation details accurately within the Kidney Car Database.
- Responds to logistical challenges of Donors or Partners to ensure quality customer service and the successful collection of donations.
- Work effectively as member of a team to achieve the goals of the program while supporting the mission of the Kidney Foundation of Canada.
- Manages donor expectations through clearly communicating processes; in particular, those related to tax receipt valuations, towing, and vehicle title transfers.
- Triage Donor or Partner requests or complaints. Escalates to Manager as needed.

Qualifications, Skills and Experience Needed:

- Post secondary education with a minimum of 2 years of customer service experience.
- Strong computer skills, including a proficiency with MS Office products (Word, PowerPoint, Excel, Outlook, Teams, SharePoint etc.).
- Excellent communication skills required, both oral and written.
- Must be flexible and able to cope with changing priorities.
- Superior organizational skills to set priorities and manage multiple tasks is required.
- Ability to work independently and take initiative.
- Experience in the nonprofit sector an asset.



How to apply?

Email your cover letter and resume to: on.resumes@kidney.ca

We wish to thank all applicants for their interest and effort in applying for this position; however, only candidates selected for interviews will be contacted.

This position will remain open until a suitable candidate has been found.

More about The Foundation?

To learn more about The Foundation and explore our vision and mission, please visit our website at kidney.ca

At The Kidney Foundation of Canada, we value diversity, which helps us to understand and meet the needs of the people we serve. We also recognize the important role it plays in fostering creativity and innovation.

The Kidney Foundation of Canada welcomes and encourages applications from people from all walks of life, including diverse gender identities, Indigenous Peoples, visible and ethnic minorities, and people with disabilities. Accommodation is available confidentially upon request for candidates taking part in all aspects of the selection process.

Kidney Foundation of Canada complies with the requirements of Accessibility Act.