



## *Position Posting*

# ~ Kidney Car Donor Services Representative - Ontario Branch ~

**Location:** Home Based or The Kidney Foundation of Canada, Ontario Branch  
1701 Woodward Drive, Ottawa, ON

**The Organization:** The Kidney Foundation of Canada is the national volunteer organization committed to eliminating the burden of kidney disease through:

- Funding and stimulating innovative research for better treatments and a cure;
- Providing education and support to prevent kidney disease in those at risk and empower those with kidney disease to optimize their health status;
- Advocating for improved access to high quality healthcare;
- Increasing public awareness and commitment to advancing kidney health and organ donation.

For over 50 years, this vision has guided The Kidney Foundation to be a collaborative, inventive and focused leader in the development of programs, services, research opportunities and awareness campaigns that have had a positive impact on the millions of Canadians living with, or at risk of developing kidney disease.

**Job Summary:** 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.

### **Major Duties & Responsibilities:**

- 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.



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**Position Status:** Full Time Permanent (1.0 FTE)

- Required Skills:**
- 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.

**Apply to:** E-mail: [kidneycar@kidney.ca](mailto:kidneycar@kidney.ca)  
ATTN: Kidney Car Manager

**Application Deadline:** Friday, December 17, 2021

***The Kidney Foundation of Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***

*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.*