



## OCC CALL CENTER REPRESENTATIVE

Do you have a passion for customer service and a desire to make a meaningful impact? Are you skilled in managing inquiries, and providing exceptional support over the phone and via email? Samaritan's Purse Canada (SPC) is seeking a highly capable and dedicated individual to join our Donor Ministry team as a Call Center Representative for Operation Christmas Child (OCC) program.

Samaritan's Purse is a Christian international relief organization providing spiritual and physical aid to hurting people around the world. Since 1970, Samaritan's Purse has helped meet the needs of people who are victims of war, poverty, natural disasters, disease, and famine with the purpose of sharing God's love through His Son, Jesus Christ.

The OCC Call Center Representative will engage in customer service-oriented work alongside our Donor Ministry team. In this role, you will be entrusted with the responsibility of courteously addressing all incoming telephone and email inquiries related to the OCC program. Your professionalism and comprehensive knowledge of our organization's initiatives will play a pivotal role in providing assistance to our valued donors. As an integral member of the Donor Ministry department, this role will help Samaritan's Purse Canada carry out its mission and objectives through participation in daily devotions and prayer ministry.

This position offers a casual, seasonal role from **August 28, 2023, until January 3, 2025**. During this period, you will be assigned shifts within our regular office hours, operating from **Monday to Friday, 8:00 am to 4:30 pm**, located in our Calgary office.

### Key responsibilities include but are not limited to:

- Provides high-quality customer service and donor care to individuals via phone, email, mail, and in person as required
- Responds professionally and efficiently to inquiries made by staff, donors, and the general public regarding donations, orders, general concerns, and prayer
- Responds to and/or forwards all French calls to the bilingual representatives in a polite manner
- Retains relevant and up-to-date understanding of information and reference sources in order to respond to all inquiries courteously, efficiently and accurately
- Maintains an expert understanding of all call center functions, SPC procedures and requirements as outlined in the OCC Call Center Manual
- Ensures all catalogue orders are completed in a prompt and efficient manner
- Accurately tracks and records all drop-off sheets for OCC participating groups
- Investigates donor complaints and provides appropriate solutions in accordance with SPC and OCC policy
- Completes outbound calls to donors as required for special projects

### Qualifications:

- Qualified applicants must be committed to Christian values and precepts and be in agreement with the Samaritan's Purse Statement of Faith
- Front-line customer service experience required
- Pleasant and professional phone manner

*Note:* Staff must be in agreement with the Samaritan's Purse Statement of Faith and be committed to Biblical values, precepts and conduct. We thank all applicants for their interest; however, only qualified candidates will be contacted for an interview.

**No phone calls please.**



- Proficiency in the use of Microsoft Office Suite
- Ability to maintain confidentiality of records and information
- Ability to perform repetitive tasks in a fast-paced team environment
- Detail oriented, accurate, and efficient
- Ability to multi-task and adaptable to changing priorities
- Ability to work independently, with minimal supervision, and also as part of a team
- Excellent written and verbal communication skills
- Excellent administrative and organizational skills

**Contact Information:**

To respond to this opportunity, please forward your resume together with a cover letter [detailing your passion for Christian ministry employment](#) to:

**Attention: Human Resources**  
**20 Hopewell Way NE, Calgary, AB T3J 5H5**  
**Email: [employment@samaritan.ca](mailto:employment@samaritan.ca)**

**Application Deadline:** Open until a suitable candidate is selected

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**No phone calls please.**