

# Fulfillment Associate

## DEPARTMENT: Business Services Group

### Summary

The Fulfillment department at Compassion Canada is responsible for facilitating mail communications to our supporters, fostering relationships between supporters and sponsor children through letter processing and equipping our frontline staff and volunteers with what they need in their church and event relationships.

This person will be involved in processing large quantities of outgoing mail, preparing specific materials needed for events, and processing large print jobs daily. Other duties include the digitizing of sponsor letters, sending and receiving courier shipments, ordering office supplies and/or communicating updated information to sponsors concerning their sponsored children through mailings. A large number of manual tasks can be expected. This person will be joining a team of individuals that rotate between different job tasks.

### Ministry Focus

Compassion Canada is a Christian organization, committed to being child-focused, Christ-centered, and church driven. As such, each employee of Compassion Canada shall:

- Participate in regular staff gatherings and chapel services,
- Pray with supporters when requested by same or when deemed appropriate with supporter's permission.  
(This will apply to some positions more than others),
- Conduct themselves in a Christ-like manner at work and outside the workplace,
- Promote the evangelical approach to ministry that Compassion Canada has adopted and put into practice.

### Duties and Responsibilities:

- Production of materials for events and new sponsors,
- Processing large print jobs – letters from children to sponsors, monthly statements etc.,
- Processing jobs through a folder-inserter machine and mail sealing machine,
- Digitizing sponsor letters and processing sponsor letters written online,
- Shipping and receiving mail, couriers and inventory.

### Skills Required:

- The ability to work within a team in a fast-paced environment.
  - An area where daily deadlines must be met,
  - Sending shipments by their due dates is required to ensure events can happen as scheduled,
- Excellent verbal and written communication skills.
  - Internal communication between multiple departments is required where a high degree of accuracy is essential,
  - Use of a computer system to keep detailed notes and follow through of activities,
- The ability to organize multiple duties with the utmost accuracy.

- Reviewing items for address accuracy, correct sponsor information, proper postage and courier rates on shipments,
  - Ensuring the proper items are sent to supporters, and to events,
- Strong familiarity with Microsoft Office 365 suite.
- Strong mechanical skills.
  - Willing to operate and learn mail processing equipment and printers (clearing jams, troubleshooting problems),
- Organizational and administrative skills.
  - Will be required to keep track of a large number of orders, ensure they are sent on time and for the best courier rate, and ensure that everything required is sent,
  - Sorting and preparing sponsor letters to be digitized on a daily basis,
- Ability to perform tasks that require a high level of physical effort.
  - Move around bins of mail weighing 15lbs each,
  - Re-arranging boxes of print materials weighing 30+lbs as necessary,
  - Packing shipping containers weighing 80lbs,
  - In one job rotation this person is required to be standing at a folder inserter or mail machine for most of the day to fold and seal thousands of pieces of mail,
  - High level of bending, reaching, lifting and carrying,

## Experience Required:

- Proven communication, administration, and data entry skills experience,
- Experience with mailrooms, printers, inventory, and courier shipping processes would be an asset,

## Education Required:

- Completion of High School or equivalent

## Initiative Required:

To follow established procedures. To be self-motivated and able to handle multiple tasks. Able to work within a team, keeping workflow consistent and organized.

## Supervision:

Received: Fulfillment Manager, Lead Fulfillment Associate

Given: None

## Contact:

Within: Management Team, Staff and Volunteers

Without: Entire Sponsor and Donor Base, Churches and General Public

## Qualifying Period:

Three-month probationary period



**NOTE:** The foregoing statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills. Responsibilities and duties may change from time to time.

**Compassion Canada**

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