CIWA
Calgary Immigrant Women's Association

# CALGARY IMMIGRANT WOMEN'S ASSOCIATION

## VOLUNTEER POSITION DESCRIPTION

**TITLE:** Administrative Support

**DEPARTMENT:** Administration Department

**REPORTS TO:** Reception

Volunteers will provide administrative support. This program helps immigrant women gain the skills, information, and experience needed to enter the Canadian workplace. All CIWA volunteers are required to provide a Calgary Policy Services security check.

### SUMMARY OF POSITION

Administrative support provides volunteer service to CIWA for a minimum time commitment of three months, 3 o 4 days a week and 4 hours per shift, between 9am to 1pm or 1pm to 4.30pm.

### DUTIES AND RESPONSIBILITIES

- Provide high quality front line service to our clients
- Greeting visitors and clients in a professional manner
- Informing staff about the arrival of appointments
- Assisting receptionist with administration duties
- Being informed about name and location of staff members in CIWA
- Work side by side with reception staff
- Cover for reception staff while she is in a break or attending a meeting

### STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times

### QUALIFICATIONS

- English level minimum benchmark 8
- Excellent customer service skills
- Self-motivated, energetic, and enthusiastic
- Team player and good time-management skills
- Knowledge of MS office skills an asset
- Meeting in person with supervisor

If interested, please contact:
Volunteer Program
Direct line 403-517-8830 E-mail volunteer@ciwa-online.com