



## **CALGARY IMMIGRANT WOMEN'S ASSOCIATION**

### **VOLUNTEER POSITION DESCRIPTION**

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**TITLE:** Administrative support /Data Entry

**DEPARTMENT:** Settlement and Integration Department

**REPORTS TO:** Filipino Community Development Program Coordinator

This program helps members of the Filipino community in Calgary to integrate into Canadian society. All CIWA volunteers are required to provide a Calgary Police Services security check.

#### **SUMMARY OF POSITION**

Administrative support/ data entry volunteer provides services to CIWA for a minimum of three months; twice a week for four hours, days and times vary, depending on the programs and events.

#### **DUTIES AND RESPONSIBILITIES**

- Read and follow phone calls protocols
- Must attend training/practice session
- Make follow up calls, inviting clients to programs and events
- Conduct post-surveys
- Keep track of the phone calls made each day
- Report to supervisor for relevant findings
- Attend orientation session for new volunteers
- Attend and participate in CIWA events

#### **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 proficiency
- Must speak Tagalog fluently
- Experience in customer service and making phone calls
- Strong interpersonal communication skills
- Proficient knowledge of Microsoft office and filing
- Must be organized, punctual, reliable, and responsible
- Cooperative and flexible
- Maintain confidentiality
- Report number of calls and outcomes
- Pass trial period of one month

If interested, please contact:

Volunteer Program

Direct line 403-517-8830

E-mail [volunteer@ciwa-online.com](mailto:volunteer@ciwa-online.com)