



CALGARY IMMIGRANT WOMEN'S ASSOCIATION

VOLUNTEER POSITION DESCRIPTION

TITLE:	Data entry – file management
DEPARTMENT:	Settlement and Integration Department
REPORTS TO:	Volunteer Program

This program provides opportunities for community members to become CIWA volunteers. All CIWA volunteers are required to provide a Calgary Policy Services security check.

SUMMARY OF POSITION

Provide data entry and file management to the volunteer program. Time commitment is 6 months minimum, 4 hour shift once or twice a week between 9 am to 4:30pm Monday to Friday, and or Tuesday from 12:30pm-7:30pm.

DUTIES AND RESPONSIBILITIES

- Weekly update of applicant files using appropriate forms
- Data entry on excel spread sheet
- Monitor provisional files,
- Place phone calls to remind applicants on pending requirements
- Send e-mails with pertinent information as required by applicants
- Book appointment for applicants with completed requirements
- Surveys data entry and results tabulation
- Report to supervisor for relevant finding
- Read and follow phone calls protocol
- 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 minimum bench mark 7
- Strong knowledge of Microsoft word, excel and outlook
- Strong knowledge of filing
- Must be organized, punctual, reliable and responsible
- Experience in customer service and making phone calls
- Maintain confidentiality
- Must attend training/practice session and orientation session
- Pass trial period of one month
- Office experience required

If interested, please contact:

Volunteer Program

Direct line 403-517-8830

E-mail volunteer@ciwa-online.com