

Position: **Administrative Coordinator**  
Type: Full Time, 37.5 hours/week  
Salary: \$40,000-45,000 based on experience, plus benefits  
Location: Volunteer Alberta, Downtown Edmonton

Do you want to work in an upbeat and vibrant organization focused on social good? Are you interested in innovative and creative ways of reaching, diverse groups throughout the province providing services, sharing knowledge, and making connections? Are you at your best in a fast paced and productive work environment? Are you organized and customer-oriented?

This position provides administrative support for Volunteer Alberta and assists with stakeholder relations. The Administrative Coordinator provides reception duties and initial contact for members, program users, and general public in person, over email, and by phone. You will be supporting programs and learning initiatives as the front-line contact. This position will coordinate and assist with the reporting required for programs and works with staff teams on an ongoing basis to help identify trends, find practical and timely solutions to manage issues/concerns from service providers and users, as well as providing support for events and communications. You must be able to exercise good judgement and initiative in completing tasks and broader initiatives and be able to work with a high degree of independence and accountability in an open reception area. The Administrative Coordinator advances Volunteer Alberta's mission through promoting volunteerism and the voluntary sector; connecting people, organizations and ideas; and supports internal operational excellence.

Volunteer Alberta staff and volunteers are a dynamic and fast moving team located in the historical Empire Building in downtown Edmonton. Volunteer Alberta offers our staff (after completing the probationary period) a comprehensive benefits package including health and dental benefits, three weeks' vacation, contributions towards an RRSP, monthly bus pass (if required), and an extended break during the winter holiday season. We also invest in the professional development of our staff and will work with you to develop a plan to grow your professional skills and abilities.

### Primary Duties and Responsibilities

- Perform receptionist duties for the organization and respond to general emails, voicemails, and other correspondence
- Provide front-line support for programs (SCiP, VSP, GenCon, SI), including:
  - Coordinate the registration and screening of SCiP students and organizations
  - Review internship postings to ensure compliance with SCiP requirements
  - Coordinate the registration and processing of VSP applications and renewals
  - Review VSP applications to ensure compliance with VSP requirements
  - Screen calls requiring next-level information
- Conduct process research and data collection, and program trend monitoring/research
- Conduct environmental scans and identify opportunities for Volunteer Alberta to attend and speak at conferences
- Maintaining physical and digital files systems
- Take meeting minutes, order catering, and book venues
- Assist with the drafting of proposals, reports, and updates for various programs and initiatives
- Support the preparation and coordination of meetings, events, and other convening activities
- Participate in the creation and interpretation of surveys and other research projects
- Complete mail merges and manage databases/spreadsheets
- Track inventories and order supplies



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- Coordinate shipping and handling
- Provide assistance for organizational event planning
- Provide support and backup for webinar coordination and membership support
- Support other Volunteer Alberta programs and initiatives as required

### Required Qualifications

- Post-secondary degree or diploma
- Minimum two years of related experience in an office setting
- Excellent verbal and written communication skills, interpersonal and public relations skills, excellent telephone etiquette
- Intermediate to advanced computer skills with MS Office Suite
- Experience in customer focused service.
- High level of organization skills.
- Comfortable with online registration systems and databases
- Capacity to work independently and as part of a team
- Self-motivated, demonstrating creative problem solving, and a positive attitude
- High degree of accuracy and the ability to maintain confidentiality and discretion
- Ability to set priorities and maintain flexibility
- Adaptability and willingness to learn
- Must be eligible to work in Canada (i.e., citizen/landed immigrant)

### Desirable Qualifications

- Experience in website editing (WordPress) and statistics (Google Analytics)
- Experience in researching
- Experience with InfusionSoft or other Customer Relations Management (CRM) software
- Experience working in a nonprofit/voluntary sector organization
- Experience as a volunteer

### Application Deadline

September 25, 2017

Please email your resume and cover letter to [volab@volunteeralberta.ab.ca](mailto:volab@volunteeralberta.ab.ca) RE: Administrative Coordinator position.

We appreciate your interest in Volunteer Alberta; only those who are selected for interviews will be contacted. Volunteer Alberta is an Equal Opportunity employer. Applicants must be legally entitled to work in Canada.



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