

**Position:** Administrative Assistant – Part Time  
**Type:** 20 hours/week, Monday-Friday (tentatively 8:30am-12:30pm)  
**Salary:** \$18-20/hr 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 part-time administrative support for Volunteer Alberta and assists with stakeholder relations. The Administrative Assistant provides reception duties and initial contact for members, program users, and general public in person, over email, and by phone. The employee will be supporting programs and learning initiatives as the front-line contact. This position will assist with data collection 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. The employee 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 Assistant advances Volunteer Alberta's mission through promoting the value of volunteerism and the nonprofit/voluntary sector and delivering continuous improvements internally and externally.

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 (prorated), 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, screen calls requiring next-level information
- Provide support for project management system
- Maintain physical and digital files systems
- Support the preparation and coordination of meetings, events, and other convening activities, including recording meeting minutes, ordering catering, supporting facilitations, and booking venues
- Assist with the drafting of proposals, reports, and updates for various initiatives
- Participate in the creation and interpretation of surveys and other research projects
- Complete mail merges and manage databases/spreadsheets
- Track inventories and order supplies
- Coordinate shipping and handling
- Provide assistance for organizational event planning
- Provide support and backup for membership support, infusionSoft, and Board administration
- Support other Volunteer Alberta programs and initiatives as required.



Empire Building - Suite 609  
10080 Jasper Ave  
Edmonton AB T5J 1V9

**P** 780 482 3300  
**TF** 1 877 915 6336  
**F** 780 482 3310

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[volunteeralberta.ab.ca](http://volunteeralberta.ab.ca)

## Required Qualifications

- Related post-secondary degree or diploma
- Minimum two years of related experience in an office setting
- Exceptional verbal and written communications skills with attention to detail
- Interpersonal and public relations skills, customer focused, excellent telephone etiquette
- Intermediate to advanced 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 as well as collaboratively 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, capacity to quickly learn new software
- Must be eligible to work in Canada (i.e., citizen/landed immigrant).

## Desirable Qualifications

- Facility with research and ability to interpret data and analytics
- Customer Relationship Management software (CRM), InfusionSoft
- Evaluation tools and models
- Knowledge of the nonprofit/voluntary sector, client groups and/or related issues
- Work and/or volunteer in a nonprofit/voluntary sector organization.

## Application Deadline

March 9, 2018

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