

Position: Program Assistant
Type: Full Time, 37.5 hours/week
Salary: \$35,000-40,000 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 supports the Volunteer Alberta Program Team and assists with stakeholder relations. The Program Assistant provides initial support for current and potential program users in person, over email, and by phone. The employee 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 provide support for learning events. 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 a shared office area. The Program Assistant advances Volunteer Alberta's mission through promoting the value of volunteerism and the nonprofit/voluntary sector; sector collaboration, connections, and sector learning; and helping ensure the nonprofit/voluntary sector is equipped to thrive.

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

- Provide front-line support for programs, 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 inquiries requiring next-level information
- Provide support for project management system for Program Team
- Conduct process research and data collection, and program trend monitoring/research
- Assist with the drafting of proposals, reports, and updates for various programs and initiatives
- Conduct environmental scans and identify opportunities for Volunteer Alberta to attend and speak at conferences
- Maintain physical and digital files systems
- Support program and learning events in the preparation and coordination of meetings, events, and other convening activities, including recording meeting minutes, ordering catering, supporting facilitations, and booking venues
- Participate in the creation and interpretation of surveys and other research projects
- Provide support and backup for webinar coordination
- Support other Volunteer Alberta programs and initiatives as required



Empire Building - Suite 609
10080 Jasper Ave
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volunteeralberta.ab.ca

Required Qualifications

- Related post-secondary degree or diploma
- Minimum two years of related experience, preferably 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
- Comfortable with online registration systems and databases
- Ability 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
- Databases and spreadsheets
- 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 18, 2018

Please email your resume and cover letter to volab@volunteeralberta.ab.ca RE: Program 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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