

**Position:** Coordinator  
**Type:** Full Time, Term Position (13 months)  
**Salary:** \$39,000-\$41,000 based on experience, plus benefits  
**Location:** Volunteer Alberta, Downtown Edmonton  
**Hours of Work:** 37.5 hrs/week

### Description

Do you want to work in an upbeat and vibrant organization focused on social good? Are you interested in developing innovative and creative ways of reaching diverse groups throughout the province to provide services, share knowledge, and make connections? Are you at your best in a fast paced and productive work environment? Are you looking to put your wide range of skill sets to work on interesting projects? Join Volunteer Alberta and help build strength and capacity in Alberta's nonprofit/voluntary sector.

Volunteer Alberta is seeking a skilled individual who is enthusiastic, innovative, organized, and resourceful. You will be primarily responsible for implementing and supporting the day-to-day operational activities of the *Youth at the Table* project and the Learning & Development Portfolio, and operates within a team environment in a shared office space. This role supports customer services, stakeholders, project deliverables and activities, and associated Volunteer Alberta learning products and resources developed through the youth engagement project and other sources. You will support and assist with the reporting required for programs and services, and work with other portfolios 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 coordination for learning events.

Reporting to the Project Manager, 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. While this position plays a role in all of the Strategic Directions, it specifically advances Volunteer Alberta's mission through promoting volunteerism and the nonprofit/voluntary sector, equipping the sector to thrive, and continuous internal improvement.

Volunteer Alberta staff and volunteers are a dynamic and fast moving team located in the historic Empire Building in downtown Edmonton. We offer 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 help you develop a plan to grow your professional skills and abilities.

### Primary Duties and Responsibilities

- Provide front-line support for programs and services, including:
  - Coordinate, review and process the registration, withdrawals, applications, where applicable
  - Screen inquiries requiring next-level information
- Provide consultation, coaching, and exceptional customer service
- 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
- Provide support for youth engagement strategy, resources, redesign, data tracking, reviews
- Provide administrative support for the Learning & Development portfolio
- Assist with the drafting of proposals, reports, and updates for various programs and initiatives



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

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**TF** 1 877 915 6336  
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- Coordinate and support webinars and workshops, co-create resources and provide advice and training to facilitators
- Support the Learning & Development Coordinator with maintaining program websites and portals, and administering the learning contracts with external partners, co-create and track deliverables, and draft reports for internal/external partners
- Conduct process research and data collection, and program trend monitoring/research
- Use appropriate software that support various learning events (GoToWebinar, Camtasia, Jing, Zapier, Prezi, etc.)
- 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, preferably in a coordination role
- 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
- Experience with webinar and online meeting applications
- Ability to learn and use new learning technology platforms
- 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

- 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

February 15, 2019

Please email your resume and cover letter to [volab@volunteeraberta.ab.ca](mailto:volab@volunteeraberta.ab.ca) RE: VA 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. Volunteer Alberta is not responsible for any moving/relocation expenses, should the successful candidate not live in the local area.



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