

Position: Administrative Assistant
Type: Full Time
Salary: \$37,000-\$40,000 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, organized, accountable, innovative, and resourceful. You will be primarily responsible for implementing and supporting the efficient day-to-day activities of the Operations and Finance portfolio. Working in a team environment in a shared office space, you will provide reception duties and initial contact for members, program users, and general public in person, over email, and by phone. This position also provides administrative support, including in person and virtual meeting and event coordination, for the Alberta Nonprofit Network (ABNN) committees.

This role supports our initiatives as the front-line contact and supports the preparation and coordination of events and meetings. You will assist with data collection and work with 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 providing support for programs and communications.

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 include

- Perform receptionist duties for the organization and respond to general emails, phone calls, voicemails, and other correspondence, field in person enquiries, screen calls requiring next-level information, research responses as needed, and tracking inquiries
- Support the preparation and coordination of meetings, events, and other convening activities, including recording meeting minutes, registration, travel arrangements, ordering catering, supporting facilitations, transcribing meeting and event notes, and booking venues
- Provide support for Client Relationship Management and stakeholder communications, including maintaining and updating online contacts, members, subscribers and event attendees
- Track inventories and order supplies
- Accept and distribute mail and packages
- Prepare and run bank deposits
- Maintain physical and digital filing systems
- Complete mail merges and manage databases/spreadsheets



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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- Assist with the drafting of proposals, reports, and updates for various initiatives
- Participate in the creation and interpretation of surveys and other research projects

Required Qualifications

- Post-secondary degree or diploma
- Minimum two years of related experience in an office setting
- Excellent verbal and written communication skills with attention to detail
- Interpersonal and public relations skills, excellent telephone etiquette
- Experience in customer-focused service
- High level of professional conduct and ability to manage sensitive and confidential information
- Intermediate to advanced computer skills with MS Office
- 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

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

Application Deadline

October 28, 2019

Please email your resume and cover letter to volab@volunteeraberta.ab.ca with the subject line: VA Administrative Assistant.

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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