



Big Brothers Big Sisters
of Calgary and Area

VOLUNTEER OPPORTUNITY FRONT DESK SUPPORT

Be part of something 'BIG'!

At Big Brothers Big Sisters, we believe every young person should have the opportunity to reach their full potential - that by doing so, they will not only do well, they will also do good.

We believe that by changing the course of young lives we can in turn change the course of our community's future. That it could lead to a reduction in poverty and unemployment, to safer schools and neighborhoods and to a renewed optimism for growth. That it could even lead to change on a broader, more far-reaching scale.

We believe that opening a young person's eyes to what *is*, opens their mind to what *could* be.

For over 30 years, Big Brothers Big Sisters has been making a positive difference in the lives of young people in Calgary and surrounding areas by developing and implementing a wide range of one-to-one and group mentoring programs, both in school and in the community. Last year alone, more than 2,200 young people participated in Big Brothers Big Sisters programs and services in Calgary, Airdrie, Cochrane, High River and Okotoks.

Witnessing the transformation of a child into a confident, conscientious and motivated young person is a remarkable experience. Ushering them into adulthood, seeing them grow into a successful, responsible member of their community and society at large is even more satisfying. Proudly, it's something our staff, volunteers, and donors help bring about every day.

THE ROLE

We currently have volunteer opportunities available for the right individuals to join us and provide support for our front desk administration. We are looking for enthusiastic, detail-oriented and self-motivated individuals with a professional manner to join our organization. ***This is a flexible position to accommodate your availability; we are looking for support for multiple shifts Monday to Friday.***

The successful candidate will be tasked with:

- Providing a high standard of service in person, over the phone, and through email.
- Data entry, filing, copying and sorting.
- Providing solid administrative support to all departments, including, but not limited to: formatting documents, generating name tags, data entry, filing, event registration, photocopying, etc.
- Gift-in-kind processing (donations of event tickets, donations, etc.)

YOUR PERSONALITY

- You're upbeat, enthusiastic, smart and a true "people-person". We like coming to work every day and we'd like you to share that with us.
- You're cool under pressure, and consider being detail-oriented a way of life.
- You possess strong verbal and written communication skills.
- You're a self-starter, innovative and resourceful.

THE COMPULSORIES

- Excellent knowledge of customer service principles and practices.

- Working knowledge of administrative or clerical procedures.
- Intermediate computer skills in Microsoft Office.
- Previous experience with a database programs is an asset.
- Excellent keyboard skills.
- A willingness to learn new systems.

Submit Cover Letter with availability and Resume To:

Human Resources/Volunteer Management

5945 Centre Street SW

Calgary, AB

Email: hr.calgary@bigbrothersbigsisters.ca

Fax: 403-777-3525