



Big Brothers Big Sisters of Calgary and Area

■ 5945 Centre Street SW Calgary, Alberta T2H0C2 Canada

VOLUNTEER OPPORTUNITY OFFICE 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 person(s) to join us and provide administrative support to our Front and Back-office administrative assistants. We are looking for enthusiastic, detail-oriented and self-motivated individuals with a professional manner to join our organization in these support positions. ***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 exceptional customer service in person and over the phone. Promptly answer and screen incoming calls and direct callers to appropriate department or individual. Greet visitors and connect them to the appropriate staff member.
- Data entry, filing, copying and sorting
- Guest management & engaging with children/youth at reception when parent/guardian is in meetings
- Processing incoming and outgoing mail
- 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.)

THE ROLE

- 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're a self-starter, innovative and resourceful.
- You possess strong verbal and written communication skills

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

HOW TO APPLY

Apply online at <http://bbbscalgary.ca/admin-volunteer-application>