

## Volunteer Office Assistant

### Role Summary:

The Volunteer Office Assistant will provide administrative support to the employees and assist with the smooth running of the centre. The position will involve answering phone calls, managing correspondence, and organizing paperwork to support the needs of Child Witness Centre. Must be able to deal with sensitive and confidential information with a high degree of integrity and professionalism. The Volunteer Office Assistant will play a crucial role in creating a comfortable and supportive environment in the centre.

### Primary Responsibilities:

- *Answering and directing phone calls:* The volunteer may be responsible for answering and directing phone calls to the appropriate staff members, taking messages, and providing general information to callers.
- *Managing correspondence:* The volunteer may manage incoming and outgoing mail and email correspondence, including sorting, filing, and responding to routine inquiries.
- *Organizing paperwork:* The volunteer may be responsible for maintaining organized and up-to-date filing systems, including donation reports, invoices, visitor logs and other legal paperwork related to Child Witness Centre.
- *Managing office supplies:* The volunteer may be responsible for managing and ordering office supplies, including paper, toner, and other materials needed for the smooth running of the office.
- *Assisting with scheduling:* The volunteer may be responsible for scheduling appointments and meetings for staff, including arranging meeting rooms and coordinating calendars.
- *Supporting event planning:* The volunteer may be responsible for helping to plan and coordinate events hosted by Child Witness Centre, including fundraising events, conferences, and workshops.
- *Providing administrative support:* The volunteer may be responsible for providing administrative support to various departments within Child Witness Centre as needed, including data entry, report preparation, and other tasks.
- *Maintaining a welcoming environment:* The volunteer may be responsible for maintaining a welcoming and comfortable environment for children and their families who visit Child Witness Centre, including greeting visitors, offering refreshments, and providing information about the centre's services.
- *Ensuring confidentiality:* The volunteer may be responsible for ensuring that all confidential information related to the centre, its clients, and staff members is kept secure and confidential at all times.
- *Miscellaneous tasks:* The office administrator volunteer may be called upon to perform various tasks as needed, including assisting with special projects, providing backup support to other departments, and handling other duties as assigned.
- *Donation and donor management:* including processing donations, managing donor information, and supporting fundraising efforts.

**Qualifications:**

- Ability to communicate in English – written and verbal.
- Willingness to provide a clear police records check.
- High school diploma or equivalent. Preference given to those with administrative experience and a post-secondary degree in the field.

**Knowledge, Skills, and Abilities:**

- Basic understanding of administrative and clerical procedures.
- Knowledge of Microsoft Office Suite and other relevant software.
- Excellent communication and interpersonal skills.
- Strong organizational and time management skills.
- Attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Understanding of confidentiality and privacy policies that helps to handle sensitive information.
- Flexibility and ability to adapt to changing needs.
- Ability to learn and apply new skills quickly.
- Commitment to the mission and values of the organization.

The role of a Volunteer Office Assistant in this organization is crucial in providing administrative support to the staff members and helping to ensure the smooth running of the centre. The Volunteer Office Assistant will have a variety of responsibilities, including managing correspondence, organizing paperwork, assisting with scheduling, and maintaining a welcoming environment for visitors. Depending on the needs of the centre, the Volunteer Office Assistant may also be responsible for donation and donor management, including processing donations, managing donor information, and supporting fundraising efforts. Other duties may be assigned depending on the needs and demands of the organization.

Those interested in this position are asked to please email Sheila Bauman, Development Coordinator, at [sheila.bauman@childwitness.com](mailto:sheila.bauman@childwitness.com).