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## JOB DESCRIPTION

**Title:** Communication Specialist

**Purpose:** To provide communication support and customer service to member organizations and volunteers of Volunteer Waterloo Region

**Reports to:** Volunteer Waterloo Region Staff Team

**Duties:**

The youth will be a full team member and will:

1. Work with our staff team and members of local community organizations to promote existing volunteer needs to the public through our online database and presentations in the community (should distancing and isolation requirements continue much of this can be accomplished through video production and dissemination, and online platforms like ZOOM and TEAMS).
2. Participate in/assist with volunteer involvement at community events as needed and time permits - may include community gardens, cultural festivals.
3. Assist with administration, customer service, communications, and other ongoing services of Volunteer Waterloo Region.
4. Collaborate with staff to create new ways to promote community needs. Enhance online communications and tools for Volunteer Waterloo Region team and volunteers.
5. Create and help manage social media to promote volunteerism.
6. Reception work including answering phone, greeting customers and members, one-on-one appointments to assist individuals with barriers to volunteering (newcomers, individuals with special needs).
7. Projects based on the skills and interests that support volunteering and the work of the centre (examples have included delivering webinars on Allyship, or creating a Virtual Youth Engagement program on The Environment, or creating How-To videos to assist newcomers to engage as volunteers).

**Requirements:**

- Prompt and dependable
- Excellent people skills; welcoming and friendly manner
- Proficient English skills, including speaking, listening and writing; other languages an asset
- Must maintain confidentiality
- Comfortable working with variety of ages, backgrounds and cultures
- Problem solving skills
- Computer skills required especially in MS Word, Excel, Access and on-line databases, and the willingness to learn new computer programs where required. Working knowledge of Hubspot and Adobe Creative Suite an asset.
- Ability to work on several tasks at same time
- Strong organizational skills
- Able to work independently, and also take initiative

**Training Provided:**

- Orientation and staff support
- AODA Information sign off.

**Benefits:**

- Excellent opportunity to gain knowledge of community resources, in the voluntary sector and the social issues in Waterloo Region
- Enhance and/or learn new skills
- Opportunity to learn about volunteering and the need for volunteers in our community
- Opportunity to promote volunteering in our community
- References can be given upon request

**Summer Job Student Contract Details:**

Students must be between the ages of 18 and 28 years

14 Week Contract to begin in May

30 hours per week

\$15.00 per hour

Work will be primarily on site at our office or out in community. Precautions will be in place and situations will adapt as Covid numbers change.

Email resume and cover letter by 5 pm May 20 to:

Contact: Jane Hennig  
Position: Executive Director  
Company: Volunteer Waterloo Region  
E-mail: [jane@volunteerwr.ca](mailto:jane@volunteerwr.ca)  
Website: [www.volunteerwr.ca](http://www.volunteerwr.ca)