JOB DESCRIPTION

Title: Communication Specialist – Customer Services

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

Reports to: Volunteer Action Centre Staff Team

Duties:

1. Communications – Customer Services
   - Share responsibility online (website), social media services, and e-newsletters
   - Support community organizations to develop attractive promotion for volunteer positions
   - Update and clean membership information on programs and staffing in CRM and database
   - Explore online Professional Development opportunities on program redesign for virtual program delivery
   - Explore Professional Development opportunities to assist users with key software and technology

2. Participate in Youth Engagement Pilot
   - Provide feedback for Youth Engagement Coordinator and assist in content design as needed

3. Assist team with administration and public relations Teamwork
   - assist team with administration and coordination of program activities
   - Work collaboratively with Volunteer Action Centre staff to create a working team

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

Volunteer Action Centre Waterloo Region
1454 King Street East, Unit 3, Kitchener ON N2G 2N7
Phone: 519-742-8610 I Website: volunteerWR.ca
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:
Applicants must be between the ages of 18 and 28 years
9 Week Contract to begin by mid-June if possible
30 hours per week
$14.25 per hour

Work will be virtual during Pandemic Stay at Home. If and as province opens we will have in office options with proper distancing and Covid protocols.

Email resume and cover letter by 5 pm May 27, 2021 to:
Contact: Jane Hennig
Position: Executive Director
Company: Volunteer Action Centre Waterloo Region
E-mail: jane@volunteerwr.ca
Website: www.volunteerwr.ca