



## Administrative and Engagement Coordinator Job Description

**Responsible to:** Executive Director

***To provide reception, administrative services, and support for Volunteer Campbell River, including staff, volunteers, member agencies, the Executive Director and board. This position is responsible to maintain resources for the VCR recruitment and referral program including facilitating and keeping records for criminal record checks, registration forms, and database. Also to carry out administrative support for both the Better at home and Senior Support Program. This person is often the first point of contact for the public.***

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### Competencies Required

- a. At least 2 years' working in or with a non-profit organization with program management experience.
- b. Relevant post-secondary education or equivalent experience working in an office setting
- c. Computer literacy - proficient with Microsoft suite of products, Office 365, database management.
- d. Ability to create cooperative and productive working relationships with non-profit agencies, staff, board members and volunteers.
- e. Ability to Facilitate training and information session with local Non-profits and Volunteers.
- f. Team player with excellent interpersonal and communication skills including social media tools.
- g. Organizational skills with ability to multi-task, organize and complete work independently and effectively, to prioritize tasks, and to work under pressure and to deadlines.
- h. Friendly demeanor and enjoy working with individuals and groups from a wide range of backgrounds and cultures.
- i. A strong desire to make a difference in the community.

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### Qualifications

- a. High school diploma with additional office administration training and/or experience.
- b. Knowledge of community resources and experience working with community agencies and non-for-profits.
- c. Good time management and organizational skills demonstrated ability to be self-directed, well organized, able to prioritize and multi-task.
- d. Friendly, personable, has a welcoming approach and is a team player.
- e. Clear criminal record check.



- f. Ability to foster and maintain positive working relationships.

### **Work Environment (Equipment, Demands and Hazards)**

- a. Office setting in Campbell River with occasional travel and activities off site
- b. Casual business attire
- c. Typically, Monday through Thursday 9:00 – 4:30
- d. Valid driver's license, proof of adequate insurance and reliable vehicle
- e. Use of office equipment required; phone, photocopier, fax, computer.
- f. Follows the VCR Code of Ethics, Mission and Vision statements.

## **Duties and Responsibilities**

### **Office and Volunteer Coordination**

- a. Work with the Executive Director to coordinate the VCR Volunteer Program – recruit, screen, orient, train, schedule, support and evaluate Office Administrative employee and office volunteers – delegating tasks and scheduling activities.
- b. Provide clerical functions including answering phones, sorting mail, email, voice mail, filing, faxing, photocopying, running errands etc.
- c. Respond to agency inquiries, support agencies with volunteer requests.
- d. Manage office supplies inventory and coordinate maintenance of office equipment.
- e. Use computer word processing, spreadsheet, and database software to prepare reports, memos, and documents.
- f. Update and ensure the accuracy of the organizations databases and distribution lists.
- g. Provide secretarial and administrative support to management and the board.
- h. Prepare accurate bank deposits
- i. Help with the processing of accounts payable ensuring timeliness and accuracy of information.
- j. Help with the processing of accounts receivable including invoicing and ensuring timeliness.
- k. Prepare statistic reports as requested by Executive Director.
- l. Pay out petty cash to volunteers and employees as and when required

### **2) Reception**

- a. Respond to phone/email, web-based and in-person requests for information, answer inquiries or direct to appropriate staff.
- b. Schedule appointments and office volunteers.
- c. Create a welcoming, inclusive, safe, clean environment to greet guests in a friendly and



professional manner.

- d. Open/close office, update voice mail system, process mail etc.

### **3) Marketing and Communications**

- a. Take part/assist with community engagement events.
- b. Assist with special events such as AGM, Volunteer Fair, and volunteer recognition.
- c. Process workshop and event registration, issue invoices, maintain records.
- d. Assist with coordinating workshops, set up, equipment, flips charts, arrange refreshments, prepare participant folders, etc.
- e.

### **4) Fundraising Support**

- a. Provide support to the board and ED in developing, preparing, and assisting with fundraisers.
- b. Provide support to fundraising efforts such as tracking sales, preparing packages etc.

### **5) Misc.**

- a. Support with all VCR programs, projects and initiatives as required.