

ADMINISTRATIVE OFFICE VOLUNTEER

POSITION REPORTS TO:	Volunteer Coordinator
TYPE:	Part-Time Volunteer, in-person
HOURS OF WORK:	1 day per week for 3 hours during office hours (excluding holidays) Requires 1 year commitment
PURPOSE OF POSITION:	Office Volunteer will be responsible for supporting various administrative projects and day-to-day duties for the organization.
OTHER:	A police Vulnerable Sector Screening is required by the successful candidate prior to volunteering.
CLOSING DATE:	Ongoing

About Yellow Brick House:

Yellow Brick House is a non-profit charitable organization dedicated to providing services to women and children who have experienced violence and abuse. Yellow Brick House provides emergency shelter, counselling and supportive services to abused women and their children in York Region. Services are provided within a confidential environment that facilitates empowerment to help women and their children to rebuild their lives.

Summary of Position:

Under the supervision of the Volunteer Coordinator, the Office Volunteer will be responsible for supporting various administrative projects and day-to-day duties for the organization. Such responsibilities include greeting visitors, receiving donations, answering all incoming calls and directing calls to appropriate staff members, maintaining inventory of office supplies, sorting mail, preparing shipping labels. The Office Volunteer must demonstrate a commitment to serving Yellow Brick House clients and to upholding the Yellow Brick House mission. Ensure cleanliness of office areas for staff, visitors and clients. This position is ideal for an individual with strong organizational, interpersonal and verbal communication skills.

Responsibilities:

1. Greet visitors
2. Receive donations
3. Fax and photocopy documents
4. Answering phones/door
5. Sort and disseminate mail
6. Prepare outgoing packages
7. Ordering and disseminating office supplies
8. Office organization/meeting planning (for internal meetings)
9. Prepare information packets
10. Special Projects (As assigned by the Volunteer Coordinator)

Requirements:

1. Experience in Microsoft Office including MS Word, Excel, PowerPoint, Access, Outlook.
2. Excellent verbal and written communication.
3. Experience with handling phone calls, email correspondence. Excellent customer service skills.
4. Demonstrated ability to prioritize projects and multi-task in a fast-paced working environment.
5. Knowledge of working with multicultural communities and women's rights issues.
6. Excellent interpersonal skills, honest communication, positive attitude and ability to carry a professional tone.
7. A "clear" police vulnerable sector screening is required.

Skills learned from volunteering:

1. Training on CRM system Donor Perfect
2. Project Planning
3. Volunteer coordination
4. Mission, Vision and Values of Yellow Brick House
5. Knowledge of working with multicultural organization and gendered based violence issues

Please submit resume / subject line "the volunteer position title" that interests you to volunteering@yellowbrickhouse.org