

POSITION : ADMINISTRATIVE ASSISTANT – VOLUNTEER CENTRE

Each year, hundreds of volunteers work closely with the YWCA team to offer women and girls programs tailored to their needs: employability, housing services, legal information, services for caregivers, etc. We are looking for women to volunteer as administrative assistants for part-time regular positions at the YWCA Volunteer Centre.

Key tasks and responsibilities

- Data entry
- File and sort documents
- Greet visitors
- Answer the phone and make phone calls
- Reply to volunteer requests by email
- Update the volunteers' files (by phone)
- Sort, address, file, and mail the birthday cards
- Assist the manager with other tasks, as needed.

Position requirements

- **Knowledge:** Excellent command of either French or English and intermediate proficiency in the other language. Solid IT skills (intermediate knowledge of Word and Excel, Google).
- **Practical Skills:** data-entry experience and is comfortable communicating over the phone. Customer service
- **People Skills:** Self-motivated, hard-working, friendly, reliable and enthusiastic.

Volunteer conditions

- Commit at least one day per week for at least three months.
- Attend an interview with the Volunteer Centre manager.
- Train your replacement before leaving the position.

Type of position and schedule

Regular: At least 2-3 hours per week, from 9:30 a.m. to 5 p.m.