



**Member Services Coordinator**  
**Full Time – Permanent Position Available**

**Administrative Assistant Responsibilities/Duties:**

- The daily provision of administrative supports, resources and services to the staff, learners and volunteers of the organization
- Maintain the organization and functionality of the office systems and functions
- Recommend and assist in the development and implementation of new office procedures for the organization
- Answer the phone, greet visitors, assist learners and tutors and refer them to the appropriate staff or program or resource
- Maintenance of an effective electronic filing system
- Prepare reports upon request
- Use Microsoft shared calendar to book rooms and resources
- Order and coordinate office supplies
- Maintain database of members
- Update and keep current GCFL's website and social media sites
- Other related duties as required

**Volunteer Coordinator Responsibilities/Duties:**

- Assist with the development and maintenance of policies and systems for effective volunteer management
- Develop and execute a volunteer awareness, recruitment and retention strategy (including the development of a volunteer recognition program)
- Respond to requests with regard to volunteerism
- Establish and conduct screening interviews with potential volunteers and refer to appropriate program
- Provide basic orientation and ongoing support to all volunteers
- Communicate with all volunteers to ensure a positive experience for both the volunteer and the organization
- Establishing and conducting regular volunteer check-ins, including exit interviews
- Manage and maintain volunteer database and files
- Other related duties as required

## **Knowledge, Skills and Competency Requirements:**

- Clear Police Criminal Record and Vulnerable Sector and Record Suspension Check
- Computer literate - proficiency in Microsoft Word, Excel, Outlook and the Web, is required
- The ability to work well independently, and as a team member, on several projects concurrently
- Excellence in customer service
- Ability to initiate and follow through on assignments with attention to detail
- Ability to analyze and organize information
- Effective and well developed interpersonal skills
- Excellent oral and written communication skills.
- Group facilitation and presentation skills.
- Ability to motivate and enjoy working with people, friendly, outgoing and a team player.
- Successful background in office administration - systems and functions
- Experience with the coordination of volunteers and volunteer programs preferred
- Experience working or volunteering in a Not-for-Profit environment
- Current valid driver's license and reliable transportation.
- Maintain confidentiality.

## **Working Conditions:**

- 35 hours/week (9:00 a.m. – 5:00 p.m. with a 1-hour unpaid lunch)
- Work is generally performed in the Gateway office
- Flexible hours, i.e. evening and weekend work may be required
- Driver's license and access to a reliable vehicle required
- Position to start Monday, November 9, 2020

**Applications will be accepted by email only to Jennifer Ellis, Executive Director at [ed@gatewaycentreforlearning.ca](mailto:ed@gatewaycentreforlearning.ca)**

**Application deadline: Friday, October 16, 2020 at 4:00 p.m.**

**We will only respond to those being invited to an interview, but thank everyone for their interest.**