

Winnipeg Humane Society – Job Posting #2022-3-1

Date: January 27, 2022
Position Title: Volunteer Administrator
Department: Volunteer Services
Reports To: Director, Volunteer Services and Foster
Classification: Union
Rate: \$13.95 - \$18.37
Hours: 20 hours per week, shifts flexible
Must be avail evenings (3pm-7pm) and weekends (12pm-6pm)
DAYS/TIMES OF SHIFTS MAY VARY/CHANGE
Start Date: ASAP

Closing Date for Internal Applicants: January 31, 2022

Position Summary:

The Volunteer Administrator is a key professional member of the Volunteer & Foster Teams who provides administrative, customer support and communications to ensure volunteers/foster parents have a positive experience. This position will have regular, daily involvement with other WHS departments, volunteers/fosters, vendors, community partners, and customers of the Winnipeg Humane Society.

Duties and Responsibilities:

Operational

- Assist with volunteer/foster experience through initial onboarding logistics, confirming, and filing paperwork, leading, and following up with volunteers/fosters through their online training, and requesting background checks when necessary.
- Work closely with the Volunteer Coordinator to maintain volunteer/foster progress through the on-boarding process.
- Help to organize the team appreciate events and recognition program.
- Contribute to plan and execution of National Volunteer Week events.
- Assist with volunteer engagement, assessments, and evaluation.
- Monitor ongoing satisfaction by collecting feedback from volunteers and staff
- Participate and contribute to team meetings with ways of engaging and connecting with volunteers and provide feedback on department processes and efficiencies.

Stakeholder Relations and Communication

- Communicate with internal and external contacts via bulletins, virtual meetings, telephone, and email correspondence
- Create and distribute the Volunteer & Foster monthly E-News and Foster weekly bulletin.
- Develop and maintain positive working relationships with staff and volunteers/fosters from diverse backgrounds

Administration

- Maintains data entry, volunteer files, reference, hours, and notes in database.
- Maintains database of volunteer information.
- Help as needed in all areas of volunteer administration, including answering phone lines, greeting guests, and triaging requests for information.
- Provide front line support to foster team during busy periods.
- Other tasks as reasonably assigned

Accountability:

Accountable to the Director, Volunteer Services & Foster.

Qualifications & Experience

The following are mandatory qualifications for this role:

- High school diploma or equivalent
- 1-3 years relevant experience

The following qualifications are desired and would be considered assets:

- Experience working with volunteers
- Experience working with a non-profit

Knowledge & Skills

- Enthusiastic, excellent customer service skills
- Excellent interpersonal and communication skills, both verbally and written, with the ability to create and present as required.
- Works effectively both independently and collaboratively with a team
- Ability to multi-task and manage time effectively to handle workload within tight deadlines
- Detail orientated with strong organizational skill and emphasis on time management
- Strong computer literacy and proficiency in MS Office (Word, Excel, Outlook)
- Skilled with editing images and utilizing software to produce electronic newsletters
- Experience with Better Impact and Zoom is an asset

Personal Attributes

- Creative, self-starter who takes initiative

Exemplifies Winnipeg Humane Society's Core Values

- We are and always will be **humane**
- We sincerely **respect** each other
- We communicate proactively, and we **listen**
- We are **humble**, and we are always willing to accept better and new ideas
- We are committed to **transparency** and accountability

Forward your resume and cover letter to:

Attn: Kelle Greene

kelleg@winnipeghumanesociety.ca

Please quote the job posting number in your email and cover letter subject line.

NO PHONE CALLS PLEASE

Thank you for your interest in this position however only those considered for an interview will be contacted.