



**United Way**  
**Southern Interior BC**

## **VOLUNTEER POSITION DESCRIPTION**

### **Front Desk Support**

#### Goal of the position:

Office Administrative Support volunteers play a vital role in helping the United Way conduct our daily operations by assisting our team with administrative and relationship-focussed responsibilities.

#### Scope of the position:

As a member of our United Way team, Office Admin Support volunteers work closely with all staff members and with other volunteers to contribute to a cohesive working environment. This role assists in the United Way office and may be subject to times ebbs and flows of busyness and work may be unpredictable (i.e. project-oriented tasks). This is a role is often the first contact with the public, so ease with dealing with people and communication skills are major factors. Additionally, the dress code is business casual (no jeans, t-shirts or logo or slogan clothing) within our setting.

#### Core responsibilities

- ✚ Data Entry into our CRM database
- ✚ Answering the phone
- ✚ Monitoring email accounts
- ✚ Carry out general clerical duties (such as photocopying, faxing, mailing, producing letters, etc.)
- ✚ Assist in logistical planning for programs
- ✚ Assist in event preparations
- ✚ Assist the Resource Development, Marketing, and Community Investment staff with special projects
- ✚ Support other office tasks that might arise

#### Commitment:

One four hour shift a week (10am – 2pm). Flexibility on day of the week preferred. We may require more hours per week should the opportunity arise.

**Together, we are possibility.**

## Skills Required:

- Y Openness to learning
- Y Punctual and reliable once schedule is set
- Y Ability to type 40wpm with few mistakes
- Y Detail oriented, organized, and focused.
- Y Ability to be productive as part of a team as well as individually.
- Y Enjoy working with other people in a professional setting.
- Y Proficiency in MS Excel, MS Word, the Internet, and data management.
- Y Willingness to learn about the United Way
- Y Able to follow written and spoken English instructions accurately.
- Y Experience in administration in an office setting is an asset.
- Y Creative and imaginative mindset
- Y Adaptability to a fast-paced, changing environment

## **Note: This role will require a Police Records Check.**

## Why Volunteer for United Way?

- Y Develop or sharpen your transferable professional skills with a leading non-profit organization.
- Y An orientation to United Way and our role in the community.
- Y A chance to meet new people, and network with a group of inspiring volunteers and staff members.
- Y Potential opportunities for cross-training in other available volunteer roles
- Y Ongoing training and mentorship.
- Y Opportunity to give back to your community by building capacity

## About United Way SIBC

For over 65 years, the United Way of Southern Interior of British Columbia serves the region from Vernon in the North, to Osoyoos and Princeton in the South. Our mission is to improve lives and build community by engaging individuals and mobilizing collective action. The United Way invests time and resources in three focus areas that support all that kids can be, move people from poverty to possibility and building healthy, strong communities. For more information, visit [unitedwaycso.com](http://unitedwaycso.com) or call 1-855-232-1321.

Send resume with cover letter confirming your availability to:  
[jeremy@unitedwaysibc.com](mailto:jeremy@unitedwaysibc.com)

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