Position Title: Volunteer Administration Coordinator (VAC)
Department: Student Services
Position Status: Active
Employment Type: Part-time (15 hours)
Employment Term: August 2024 – April 2025

POSITION SUMMARY

The Volunteer Administration Coordinator (VAC) will be responsible for the management of volunteers and the overall operations of the Administrative Volunteer Program (AVP). The AVP program provides practical, on-the-job training in a variety of administrative areas such as file management, customer service, event planning, and social media creation. AVP volunteers also staff the Volunteer Services front desk and greet and direct people as they enter the office. The coordinator is responsible for training and scheduling a strong team of volunteers to carry out customer service roles in a friendly and interactive manner during the operating hours of (8:30 am to 4:30 pm), Monday to Friday. The Volunteer Administration Coordinator will also provide administration, planning, coordination and implementation assistance to the Manager, Student Services (MSS) and the Coordinator, Volunteer Services (CVS) with Volunteer Services programs, events and social media as required. Under the direction of the CVS, the VAC will help to reestablish relationships with local non-profits and assist to keep the VS social media updated on a regular basis. The VAC will work with the CVS to provide administrative and service delivery support for all VS programs, as required.

REPORTS TO: Coordinator, Volunteer Services

COMMITMENT:
The Volunteer Administration Coordinator hours will work between 10 and 15 hours per week, depending on the event or program that is the key focus at a particular time. The allocated hours are generally worked during regular office hours (8:30 AM - 4:30 PM).

The VAC is required to attend all SUVS program coordinator training as dictated by the CVS, including a one-day volunteer management course and the annual Student Services Orientation, both held in the latter half of August. In addition, the VAC will attend any training sessions specific to their position, as determined by the CVS.

KEY RESPONSIBILITIES

Volunteer Management

- Recruit, train, supervise, and develop team of volunteers of volunteers.
- Schedule adequate volunteer coverage during Volunteer Services office hours including interviewing, scheduling, delegating and evaluation of volunteer performance.
- Evaluation of volunteer performance, including check-in meetings with all volunteers.
• Motivating and recognizing volunteers.

**Program Administration**

• Attend weekly meetings with the CVS.
• Produce program goals, action plans, event, and term-end reports by given deadline.
• Create and maintain accurate volunteer files.
• Ensure volunteer hours are accurately recorded and tracked.
• Maintain and report accurate statistics.
• Updating and developing program policies & procedures.

**Office Administration**

• Perform a variety of program administrative duties, including responding to emails, scheduling interviews, filing, data entry, contacting students and relaying information.
• Assist with event logistics, operations, set-up, take-down and provide on-site support.
• Assist in creating a social media calendar and content to be featured on SU social media.
• Other duties as assigned by the CVS or MSS.

**REQUIRED SKILLS, ATTRIBUTES, AND EXPERIENCE.**

• A current undergraduate student attending the University of Calgary.
• Well-developed written and verbal communication skills to ensure self and others have a clear understanding of plans, activities, issues, and other relevant information, and to ensure information is shared in an effective and collaborative manner.
• Computer skills with ability to use full suite of MS Office software, including Excel, Word, and PowerPoint.
• Demonstrate exceptional organizational and time-management skills to meet daily work deadlines, ongoing program commitments, and emerging priorities.
• Superior interpersonal skills to interact positively, and professionally with students, community members and staff.
• Direct practical experience conducting administrative tasks (E.g.-customer relations, creating and processing documents, writing professional emails, etc.)
• Prior experience with program or event planning/assisting is an asset.
• Knowledge of the Students’ Union’s structure and Volunteer Services programs is beneficial.

**BENEFITS**

• Gain experience working in a not-for-profit environment.
• Enhance your leadership skills and abilities.
• Gain project management skills.
• Enhance your group facilitation and communication skills.
• Management of volunteers.
• Practicing conflict resolution skills and learning to work effectively as part of a larger team.

The successful candidate may be able to re-apply for this position provided they are enrolled in undergraduate studies.