

CSRS Administrative Support Volunteer Job Description

Section I – Position Information

Position Title: Administrative Support Volunteer

Purpose: To provide administrative support for CSRS programs and services, which will ensure CSRS clients receive timely access to the information and resources they need to remain independent and in their own homes as long as possible.

Section II – Duties and Responsibilities

- Typical activities which volunteers will be asked to assist with include, but are not limited to the following:
 - Mail-outs: folding inserts, stuffing & sealing envelopes
 - Photocopying
 - Filing
 - Data Entry
 - Telephone Calls
 - Typing
 - Event Support
 - Prize Solicitation
- Contact CSRS office with a minimum of 24 hours notice when unable to fulfill a commitment.
- Record volunteer hours and submit every three months to the Volunteer Team Leader.
- Complete the CSRS volunteer orientation and read the volunteer manual.
- Follow CSRS emergency procedures as outline in the CSRS Volunteer Manual.

Section III – Time Requirement

- Minimum commitment of six months.
- Schedule is flexible and will vary depending on task and volunteer availability.
- Office volunteer work must take place during regular office hours (Monday-Friday, 8:30 AM – 4:30 PM).

Section IV – Skills and Qualifications

- Punctual and dependable.
- Ability to see task through to completion.
- Effective communication skills.
- Knowledge of Microsoft Office programs, including: Word, Excel, Outlook and Access, an asset but not required.

Section V – Orientation and Training

- Volunteers are required to complete the CSRS virtual orientation. This may be done at your convenience. It takes approximately 30 minutes and is available on our website at www.calgaryseniors.org. Hard/CD copies are available for those without internet access upon request.
- Volunteers are required to attend a general volunteer training session. During this session, volunteers will receive a copy of the Volunteer Manual and will participate in a guided overview of the contents. Individuals will also have an opportunity to ask questions and meet other CSRS volunteers.
- The Volunteer Team Leader will provide position specific training on the job.
- CSRS will endeavor to provide ongoing training and educational enhancements throughout the year.

Section VI – Supervision

- Volunteers will be directly supervised by a CSRS staff member at all times.
- All volunteers are required to abide by the conduct guidelines outlined in the CSRS volunteer manual.
- Opportunities to give feedback on your experience as a volunteer will be provided by the Volunteer Team Leader. Questions or concerns regarding management should be brought to the attention of either the Volunteer Team Leader, or the Executive Director.

Section VII – Reimbursement

- CSRS does not reimburse expenses incurred while volunteering as an administrative support volunteer.

Section VIII – Screening

CSRS assigns each volunteer job position a rating based on our risk continuum. This scale has five increasingly rigorous levels of screening and supervision that correspond to the risk associated with a specific volunteer position. The administrative support volunteer position has been placed at a level one. Volunteers must complete the following:

- Application
- Interview

Section IX – Benefits

- Gain practical office/administrative/event experience.
- Learn new skills.
- Give back to your community.
- Free educational opportunities.

Section X – Other

- If requested, the Volunteer Team Leader will provide a letter of reference after a minimum of three months.

Agreement/Approval

Date

Signature of Volunteer

Volunteer Name (Please Print)

Signature of Witness

Name of Witness (Please Print)