

Immigrant Services Calgary

Volunteer Role Description

Role: **Office Support**

Program: **Settlement & Community Centre**

Summary

Office support volunteers assist Immigrant Services Calgary staff by providing clerical assistance such as filing, making phone calls, data entry and other duties as required.

They also support us at our reception desks in different departments.

Duties & Responsibilities

- Sign ISC's Volunteer Responsibility and Confidentiality Agreement
- Complete a Calgary Police Information Check and Reference Check
- Attend our mandatory Orientation Training
- Follow and adhere to specific guidelines explained in the training manual
- Respect ISC's confidentiality policy

Skills and Qualifications

- Fluency in English
- Second language an asset
- Customer Service Skills
- Attention to detail
- Cultural sensitivity

Benefits:

- Development of office support & Customer service skills
- Experience in a Canadian office environment
- Enhanced communication and human relation skills
- Better knowledge of office equipment such as the photocopier and fax machines
- Practice of using a multi-line phone system
- An opportunity to develop a valuable reference