



**NEW
CANADIANS
CENTRE**
PETERBOROUGH

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VOLUNTEER ROLE DESCRIPTION:

ADMINISTRATIVE VOLUNTEER

Role Purpose:

As an Administrative Volunteer, you will be responsible for supporting staff, partners (when applicable) and clients at the New Canadians Centre (NCC) with a variety of administrative tasks that are essential to the day-to-day operations of our office in Peterborough (and in Northumberland when needed). With strong communication and organizational skills, and the ability to work independently and as part of a team, you will help with various projects as outlined below that uphold our commitment to excellent customer service.

Example Duties and Responsibilities:

- 1) Fundraising** — Assist with quarterly (at minimum) mail-out campaigns by preparing and sending out envelopes that contain impactful newcomer stories to our donor mailing list.
- 2) Front Desk** — Provide coverage at our reception desk every few weeks. While on duty, you will be a friendly and helpful presence for any guests entering our Peterborough office. Your role will entail directing guests to their appointments/services and answering questions.
- 3) Records and Data** — Support NCC staff with accurately sorting through program data and entering it into our records management systems. Your role will include computer and internet use and proficiency in Microsoft Excel.

Qualifications

- Previous experience in fundraising, customer service, and/or data entry is an asset, but not required. Proficiency with computers may be required for certain administrative projects.
- Strong time-management skills, including the ability to manage multiple tasks at once, prioritize effectively and follow staff instructions based on NCC's needs.
- Good command of the English language, with the verbal and written communications to interact successfully with NCC staff, partners (when applicable) and clients.
- A strong attention to detail to complete administrative work with a high level of accuracy, and a dedication to maintaining the privacy of organizational data and other records.
- Dependability to consistently fulfill commitments and meet deadlines, combined with flexibility to adapt to changing priorities as directed by staff.
- Adherence to NCC's policies and procedures to ensure the confidentiality, integrity, and security of sensitive client and volunteer information.

Accountability/Reporting:

Administrative Volunteers will work closely with a specified NCC staff lead(s), and especially members of the Administrative Team, for each individual project. For any fundraising- or volunteer-related tasks, Volunteers will work with the direct supervision of the Fund Development Officer or Volunteer Engagement Coordinator, respectively.

**Everyone
welcome.**

