

Office Hero

Title: Office Hero

Status: Volunteer

Reports to: Executive Assistant

Position Summary: Office Heroes are part of the backbone of our organization. Reporting to the Executive Assistant, this role will provide support to the administrative team and will be the face of our organization by providing support at the front desk. Office Heroes perform administrative duties relating to the processing of gift and tax receipts, financial data entry, and operational support in the office.

Key Responsibilities:

- Acts as first point of contact for visitors and facilitates sign-in procedures
- Clerical tasks including reception, answering phones, greeting clients and visitors to the office
- Assists with financial data entry of donations including tax receipting, accounts payable, and accounts receivable
- Procurement of office supplies
- Create/modify PDF fillable forms/documents as required
- Assists with Information Technology administration
- Initiates thank you calls to donors as per donor recognition procedure
- Maintains supply of coffee, milk, and creamer
- Maintains cleanliness of kitchen and purchases kitchen supplies as needed
- Triage staff requests to the appropriate team member
- Assists with Office/Administrative Support for Program Team including requests for projectors, phone telecom system, and concerns about the facilities or equipment
- Maintains front lobby information display
- Prepares coffee/tea/water for in-office meetings
- Assists in the preparation of HR Orientation binders
- Maintains and updates phone lists and equipment
- Ensures setup of meeting rooms as required by the Executive team
- Provides backup coverage for program administrative tasks as required
- Assists in the planning and organization program special events as well as the Annual General Meeting as required
- Other duties as assigned

Relationships: Reporting to the Executive Assistant, the Office Hero works as part of a multi-member team and has working relationships with the administrative team, staff and other volunteers. The Office Hero also maintains working relationships with donors, professional colleagues, community agencies, and other organizations and groups working with people living with dementia in Durham Region.

QUALIFICATIONS AND SKILLS:

- Superior communication skills, verbal, written and interpersonal skills
- Excellent organizational and time management skills
- Ability to work independently and as part of a team
- Basic knowledge in Microsoft Office 365
- High standards of ethics and confidentiality to handle sensitive information
- Shows initiative, flexibility and resourcefulness
- Demonstrates problem-solving abilities
- Experience in a not-for-profit organization preferred
- Valid Ontario "G" Driver's license and vehicle available to travel throughout Durham Region

The successful candidate will be required to provide a clear police check, including a vulnerable sector check, conducted within the last two months.

ENVIRONMENT:

- Non-profit organization
- Business casual work environment

SCREENING PROCESS:

- Online application through the Volunteer Portal
- Interview
- References
- Vulnerable Sector Check

TRAINING/ORIENTATION:

- ASDR General Orientation
- Dementia and Alzheimer specific education
- Training – provided by supervisor

SCHEDULE:

- This position requires you to be in the office during either 9:00am-12:30pm OR 12:30pm-4:00pm
- Number of days each week to be determine based on availability and organizational needs

SUPERVISION:

- The Office Hero reports to the Executive Assistant. Training is performed by the Gift Processing Coordinator.

BENEFITS:

- Gain work experience in a professional office environment.
- Gain leadership experience while working in the non-profit industry.
- Develop working relationships to be used as references in future job opportunities.
- Be part of a larger cause and help to provide an increased quality of life for people with dementia and their caregivers.

TO APPLY:

- If you are already a registered volunteer with us, you may simply log in to your account and sign up for the position:
[Click Here](#) to log in to your account > go to 'Opportunities' tab > Click on the 'Office Hero' position and time shifts you want to sign up for > Click 'sign up'
- If you're not a registered volunteer with us, click [here](#) to create an account. (Please make sure to choose 'Office Hero' position you're interested in when you check your areas of interest.)
Once you create your account, [Click Here](#) to log in to your account > go to 'Opportunities' tab > Click on the 'Office Hero' position and time shifts you want to sign up for > Click 'sign up'

CONTACT INFORMATION

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