



Volunteer Job Description Hamper Sponsorship Support

Position Summary:

- Provide support and information to private sponsors
- Link private sponsors with clients requiring assistance
- Ensure accurate tracking of private sponsors and clients to ensure no duplication of services

Responsibilities:

- Match confirmed private sponsors with clients
- Provide private sponsors with the process to complete their sponsorship
- Provide private sponsors with client information
- Troubleshoot in all areas associated with the Private Sponsor Program
- Ensure accurate tracking and follow through with private sponsor

Skills and Qualifications:

- Knowledgeable in data base programs
- Excellent keyboarding skills
- Comfortable working in more than one database system at the same time
- Able to multitask with ease and accuracy
- Attention to detail and accuracy
- Work in a cohesive team
- Ability to communicate in a clear and concise manner
- Excellent telephone etiquette
- Excellent organizational and time management skills
- Able to work in busy environment
- Ability to work with confidential information and maintain an oath of confidentiality and trust
- Non judgemental
- The ability and willingness to talk and interact with a variety of individuals
- A caring and giving attitude

Time Commitment:

- 3 hour shifts; Monday to Friday, from mid November to mid December
- Must commit to at least 4 shifts during this time period
- First shift is a training shift

Training Provided:

- On the job training is provided

Immediate Supervisor:

- Private Sponsor Coordinator

Benefits:

- Opportunity to 'Share the Spirit of Christmas'
- Networking opportunities

Location:

- 200, 4230 118 Avenue, Edmonton
- Office is located on the 2nd floor. There is no elevator access. The ability to climb stairs is required.

Outcome:

- That every client and private sponsor donor is dealt with in a pleasant, professional manner
- That accurate and effective follow through is completed will donors and clients
- That the volunteer experience be a positive, fun and fulfilling one