



MULTICULTURAL COUNCIL OF WINDSOR & ESSEX COUNTY

DESCRIPTION OF OPPORTUNITY

POSITION: ADMINISTRATIVE VOLUNTEER

POSITION SUMMARY:

The Administrative Volunteers will be responsible for working under the direction of MCC staff to assist with providing administrative and clerical support.

QUALIFICATIONS AND EXPERIENCE:

- Ability to perform multiple tasks and work in a fast-paced environment.
- Strong customer service skills.
- Strong written and oral communication skills.
- Working knowledge of Microsoft Office programs
- Familiarity with the ethno cultural community in the Windsor and Essex County area is considered an asset.
- Sensitivity to working with people from diverse backgrounds is a necessity.
- Knowledge of a second language is an asset.
- Must possess a valid Level 3 vulnerable sector police clearance at time of placement.

AREAS OF RESPONSIBILITY:

- Greet visitors and clients, provide general program information and/or direct them to appropriate staff.
- Answer incoming calls promptly, accurately and professionally and direct to appropriate staff.
- Acquire knowledge of MCC programs, services and events to assist clients and visitors.
- Provide all aspects of clerical support as requested by the immediate supervisor.
- Notify immediate supervisor of any personnel schedule changes.
- Maintain a clean and organized reception area.
- Other duties as assigned.

MCC CORE COMPETENCIES:

1. LEADERSHIP

- Seeks to understand support and work toward MCC’s goals and objectives.
- Steps forward to address difficult issues and presents concerns constructively.
- Champions new and innovative approaches
- Develops commitment in others through participative decision making and empowerment.

2. COMMUNITY DEVELOPMENT

- Participates in sector specific committees and promotes MCC vision.
- Develops and nurtures a strong network of contacts by partnering with community agencies, ethno-cultural groups and community committees.

3. CLIENT FOCUSSED

- Demonstrates an understanding of internal and external clients and gives precedence to the needs of clients.
- Requests feedback and input from clients and uses it for continuous improvement.

4. TEAM WORK

- Demonstrates a readiness to assist others.
- Participates actively on teams, contributing ideas and suggestions towards meeting MCC goals.
- Is open to others ideas and supports team decisions.
- Demonstrates awareness and respect for others’ objectives and responsibilities.

5. POSITIVE COMMUNICATION

- Presents information and expresses ideas clearly through the spoken word; influences or persuades others
- Writes clearly and effectively to present ideas and to document activities.

6. MANAGING RELATIONSHIPS

- Attempts to resolve conflicts situations collaboratively and works toward win – win situations.
- Builds support for ideas or changes by developing and presenting logical arguments
- Motivates and generates commitment by tying ideas into the needs and goals of MCC and others.

I understand the responsibilities outlined in this opportunity description:

Signature

Date