



## **MULTICULTURAL COUNCIL OF WINDSOR & ESSEX COUNTY**

### **DESCRIPTION OF OPPORTUNITY**

**POSITION:** EVENT VOLUNTEER

#### **POSITION SUMMARY:**

Event Volunteers will be responsible for working under the direction of MCC staff to assist with organizing and facilitating programming and activities at MCC events.

#### **QUALIFICATIONS AND EXPERIENCE:**

- Familiarity with the ethno cultural community in the Windsor and Essex County area is considered an asset.
- Must have sensitivity for working with individuals from diverse backgrounds.
- Strong computer skills; Office software, data entry, word processing, spreadsheets, etc.
- Friendly, courteous, and sociable towards staff, clients, and the public.
- Strong customer service skills, previous experience desirable.
- Strong written and oral communication skills.
- Attentive to detail.
- Willing and able to follow direction.
- Ability to perform multiple tasks and work in a fast-paced environment.
- 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:**

- Adhere to MCC policies and processes at all times.
- Assist with planning, preparing and implementing programming and activities, including set-up, tear-down, and clean-up.
- Observe, monitor, and participate in MCC programming and activities.
- Perform event-specific tasks as required.
- Greet and assist clients as required.
- Maintain accurate records as directed.
- Keep the immediate supervisor advised of all issues and concerns related to the program.
- 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 FOCUSED**

- 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:**

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Signature

\_\_\_\_\_  
Date