



Giving Hope Today

Employment Opportunity **The Salvation Army Community Services (Calgary)**

Kettle Campaign Receptionist (Evening)

Position Type: Temporary Part Time - 40 hours bi- weekly

Location: Downtown, Calgary

Position Summary

This position works with the Kettle Coordinator and Assistant Kettle Coordinator to provide administrative support to the Kettle Campaign team.

Hours/Schedule

Temporary Part Time - 40 hours bi- weekly; Tuesday to Saturday- 5:00 pm to 9:00 pm.

Contract end date: January 5, 2024

What you will be doing in your role

- Responds promptly and thoroughly to requests for information regarding the Kettle Campaign.
- Answers the telephone, takes messages, responds to, and directs inquiries.
- Support volunteers and program staff over the phone or via e-mail; explains directions to the various Kettle locations.
- Accepts and responds to email inquiries in the Kettle email inbox.
- Reports any concerns that arise at the kettle locations, involving the Kettle Coordinator and/or Assistant Kettle Coordinator as needed.
- Pulls the following day volunteer report (Better Impact) and performs reminder calls to the volunteers who are scheduled.
- Ensures there are always sufficient program supplies for the Kettle Team Leaders.
- Ensures daily kettle host feedback forms are left in a secured location for Kettle Coordinator to record.
- Accurately maintains the online filing system.
- Adjusts the volunteer schedule in the volunteer management system (Better Impact) when a volunteer cancels or does not show for their scheduled shift.
- Assists the Assistant Kettle Coordinator daily in bagging, recording, and securing of kettle donations.
- Contributes any pertinent Kettle Campaign information, in conjunction with the Assistant Kettle Coordinator, for the year-end report.

Required Education, Experience and Competencies

- Completion of a High School Diploma
- Police Information Check (PIC)
- Valid Class 5 Driver's license
- Personal vehicle and insurance available for work business purposes
- A mobile phone, with sending and receiving text and image capabilities, that can be used for work business purposes
- At least 6 months of relevant experience.

- Competent at data entry and use of web database software.
- Competent in the use of a multi-line phone.
- Excellent communication skills (oral/written), excellent phone etiquette, strong sense of integrity and confidentiality; strong skills in MSOffice 365 (Excel, Word, Outlook)
- Adept at accurate data entry and use of web software; proficient in mobile phone texting; able to use a multi-line phone; excellent phone etiquette, attentive to the caller's needs, good problem-solving skills.
- Good organizational skills, ability to multitask in a fast-paced environment, and attention to detail.

Please apply by sending a cover letter and resume to: CSCalgary.HRResumes@salvationarmy.ca and please use the competition # **KCRE091423 in your email subject line.**

This competition will remain open until the position is filled.

We thank all applicants and those selected for an interview will be contacted.

For more than 130 years, The Salvation Army has had the privilege of serving vulnerable people in communities across Canada. Last year, we helped over 1.7 million people. The Salvation Army not only provides the necessities of life such as food, clothing, and shelter, but our programs address needs such as addictions, language barriers, loneliness, unemployment, and family challenges. Our services continually adapt to meet emerging needs.

At work in more than 400 communities across the country, The Salvation Army has grown to become one of Canada's largest non-governmental providers of social services.

Mission and Core Values

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Our values underpin all that we do:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

The Salvation Army will accommodate candidates as required under applicable Human Rights Legislation. If you require a disability related accommodation during this process, please inform us of your requirements.



Imagine Canada believes that charities and non-profits have a responsibility to be innovative, transparent, accountable, ethical, and well-governed.