



Canadian Museum of Immigration at Pier 21
Musée canadien de l'immigration du Quai 21

Canadian Museum of Immigration at Pier 21 Volunteer Position Description

Position Title: Volunteer Administrative Assistant

Position Summary

Provide administrative support to the Canadian Museum of Immigration at Pier 21 office staff. The Volunteer Administrative Assistant supports the organization to meet its corporate goals and provide exceptional customer service to internal and external stakeholders.

Responsibilities

Responsibilities may include:

- Providing general reception duties including answering incoming calls, screening and forwarding calls/emails, and taking messages;
- Welcoming and greeting clients and visitors;
- Assisting with data entry, labeling and mailouts;
- Assisting with processing and receiving mail, courier shipments and deliveries.
- Assisting with file maintenance (i.e. shredding, filing etc.)

Required Skill/Experience

- Experience or knowledge in office administration is preferable;
- High level of customer service skills and knowledge;
- Fluent in English or French, bilingualism (English and French) is an asset;
- Strong oral and written communication skills;
- Proficient in Microsoft Word, Excel and Outlook;
- Organized, detail-oriented, strong work ethic and positive attitude; and
- Trustworthy with confidential information.

Volunteers at the Museum are required to have a Criminal Record Check completed and submitted prior to beginning volunteering or working with the Museum.

Occurrence

- **Time/Place:** Museum office space. 2 to 3 hours per shift, weekdays.
- **Working conditions:** Sitting for long periods of time may be required. Infrequent lifting or moving up to 20 lbs (9.07 kg).

Training & Supervision

- Orientation provided. Will provide on-the-job training, where required.
- This position generally reports to the Office Coordinator and the Vice President, Operations but may report to other departments on a project-to-project basis



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The Canadian Museum of Immigration at Pier 21 is committed to having a skilled, diversified workforce reflective of Canadian Society. Applications are invited from all qualified candidates, including Indigenous, women, people of any sexual orientation, gender identity or gender expression, visible minorities, racialized people, and people with disabilities. The Museum is committed to developing inclusive, barrier-free selection processes and work environment. Alternative selection tool methods and/or reasonable accommodation are available upon request.