

POSITION DESCRIPTION – VOLUNTEER MEMBERSHIP

JOB TITLE: VOLUNTEER – MEMBERSHIP UPDATES

REPORTS TO: VOLUNTEER COORDINATOR

POSITION PURPOSE SUMMARY

The role of the ConnectGroups volunteer is to assist the organisation by providing an administrative service that will ensure all information regarding our members is relevant and up-to-date.

POSITION RESPONSIBILITIES

1. Contact ConnectGroups Members by telephone to ensure that the information we have is relevant, correct and up to date.
2. Enter all information received into a central database, ensuring the data is accurate and can be clearly understood.
3. Complete a correspondence log, for all calls and emails sent and received as this information is required for organizational reporting purposes.
4. Notifies the Volunteer Coordinator or the Sector and Community Development Officer of any issues raised by member groups.
5. Read, understand, and abide by all of the organisation's relevant volunteer policies and procedures.
6. Any other reasonable associated tasks as and when requested.

COMPETENCIES

1. Basic computer knowledge and data entry skills.
2. Must have a pleasant and engaging telephone manner.
3. Be a clear communicator with sound listening skills.
4. Have endless patience and be dependable.
5. Have proven problem solving abilities
6. Must be fluent in the English language, both verbal and written.

DESIRABLES

- Previous volunteering experience
- Basic working knowledge of Word, Excel, Email and telephones.
- Experience in interacting with people from differing cultures and backgrounds.

QUALIFICATIONS/LICENSES

1. A Police Check with up to 6 months from its issue date is a mandatory requirement for this role and will be conducted by ConnectGroups before commencement to the role.