

VOLUNTEER ROLE DESCRIPTION: OFFICE ADMINISTRATION

Office Administration: Lifeline Syria receives a high volume of emails and phone calls on a daily basis. Office admin volunteers are responsible for Lifeline Syria's main email inbox and answering general phone calls. Volunteers are provided with email templates and a volunteer guide to ease the process. Office admin volunteers are also given ad-hoc office tasks as required by Lifeline Syria staff.

Skills required:

- Excellent customer service skills
- Ability to answer phone calls in a professional manner
- Ability to handle customer/client complaints and questions in a patient and professional manner
- Comfortable with technology and learning new programs
- Comfortable working under pressure (at times)
- Ability to multitask
- Organizational skills
- Arabic language skills are an asset, but not required
- Knowledge of refugee settlement strategy an asset, but not required

Time commitment: Willing to commit to a minimum of three months (2 half day shifts/week - 4.5 hours each)

Work location:

Lifeline Syria Head Office
40 University Avenue, Suite 420
Toronto, Ontario

The closest intersection is University Ave. and King St. W. The closest subway station is St Andrew's.

The Lifeline Syria office is also a few minutes walk from Union TTC/GO station.