

RELAY SERVICE CENTRE VOLUNTEER



Business Unit: 25TH Anniversary Relay
Reports to: Assistant, Participant Planning
Job Classification: Volunteer position
Competition #: 2011-31
Location: BCIT Aerospace Technology Campus - Partnership Wing, Richmond, BC

JOB SUMMARY

The Relay Service Centre Volunteer is responsible for assisting in the Relay Command Centre by liaising with Medalbearers, assisting with identifying and selecting exceptional difference makers to be Medalbearers in the Rick Hansen Relay, updating information in our Medalbearer database, and other duties as necessary.

KEY ACCOUNTABILITIES

- Follows up with Medalbearers on notifications and obtains missing information
- Researches and identifies individuals who are making a difference in their community and extends them an invitation to take part in the Relay
- Updates Medalbearer information in RIMS
- Performs general administrative duties as necessary, including but not limited to answering and making phone calls, responding to emails, updating and entering information in our Medalbearer database
- Performs other duties as related to the qualifications and requirements of the job

QUALIFICATIONS

High school diploma. Proven customer service experience. Prior experience working in a call centre would be considered an asset. Familiarity of or experience with issues relating to disability. Experience with Windows OS and Microsoft Office Suite.

Effective verbal and written communication skills. Strong interpersonal and customer service skills. High degree of flexibility to accommodate an adaptive organizational style. Ability to ensure tact, and adept at dealing with all types of personalities.