

WoodGreen Community Services

Volunteer Opportunity

Administrative Assistant for the Income Tax Clinic

Program Overview:

WoodGreen runs an annual Income Tax Clinic, in collaboration with the Canada Revenue Agency, for low income individuals who need assistance completing their personal income tax return. Last year alone, we served close to 6000 clients, which returned approximately 7 million dollars into the pockets of our community members.

This year, we are looking for reliable volunteers to help with booking client's appointments (both live calls and returning phone messages), maintaining our database of appointments on a daily basis, and to assist the clinic by overseeing the flow of the lobby and client sign-in during their scheduled appointment times.

Commitment:

Availability from mid-January 2017 through June 2017, available Monday to Friday. We ask that volunteers commit 2 half-day shifts per week.

Shift Times:

Monday to Friday

Mornings – 9 am to 12 pm

Afternoons – 1 pm to 4 pm

there is the option to volunteer for two half-day shifts, or one full-day shift based on your preference

Location:

815 Danforth Avenue

Position Summary:

- Maintain the appointment database and ensure clients are properly booked for an appointment.
- Confirm clients' eligibility for an appointment and provide information regarding what documents the client needs to bring with them to their appointment.

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- Perform administrative duties, such as photocopying forms and materials for clinic use, maintaining clear records, and enter clients' information into databases as required.
- Complete intake assessment and forms in regards to new clients.
- If applicable, volunteer may be required to perform interpretation services for clients who have limited English speaking skills.

Qualifications:

- Experience with computers, office equipment and comfortable to learn and use new database/software.
- Effective verbal and listening communications skills.
- Excellent organizational skills to keep a clear record of data.
- Excellent customer service skills.
- Sensitivity to the needs and challenges faced by our clients, and compassionate to help and serve our community.
- Positive interpersonal skills.
- Good time management skills to ensure the clinic starts promptly and the flow of the clinic runs smoothly.
- Excellent attention to details.
- Ability to adapt to changes.
- Good conflict resolution and problem solving skills in order to minimize disturbances within the administrative operations and ensure the clients are satisfied.
- Second language is an asset.

Mandatory Training and Orientation:

- Volunteers are required to attend an on-site training at WoodGreen. Dates will be confirmed by the end of November.

**If you are interested, please forward a copy of your resume to
volunteer@woodgreen.org**

If you need more information, please call 416-645-6000 ext. 1157