



**Position Title:** Volunteer Office Assistant

**Immediate Supervisor:** Manager, Marketing & Outreach

### About Heritage Toronto

Heritage Toronto is a charitable agency of the City of Toronto with a mission to enhance the understanding and appreciation of Toronto's past and present among residents and visitors through education, commemoration, and celebration of the city's diverse people, places, and events.

Our core annual programs are: Tours from April to October, the Heritage Toronto Awards each October, and a year-round Historical Plaques program.

### Job Description

Love connecting with others and interested in Toronto's heritage? The Volunteer Office Assistant is our public face - answering inquiries, helping our members, and working with staff.

This volunteer will work from the front desk at the Heritage Toronto office.

### Responsibilities:

- General office and reception duties
- Assists with small scale (letter) and large scale (brochure) mailings (including mail merging)
- Photocopying and folding brochure pamphlets for weekly tours
- Researching and preparing lists, and updating contact information as required
- Data entry and database reporting
- Editing and proofreading as required
- Heritage Toronto website updates, with upcoming events, programs and content
- Submission of event listings

### Requirements:

- Pleasant manner with public on phone and in person
- Proficient with Microsoft Office
- Good writing skills
- Experience working with data and spreadsheets
- Knowledge of Customer Relationship Management and systems an asset
- Knowledge of, or interest in learning, Wordpress / basic HTML and social media
- Knowledge of, or interest in learning, Eventbrite, SurveyMonkey, Constant Contact or other calendar systems, E-tapestry or other databases
- Knowledge of the heritage community an asset

### Time Commitment (minimum):

1 day per week, 10am – 4pm

All volunteers will be required to attend an orientation and kick-off session; date TBC.