



Centre de ressources communautaires
RIDEAU-ROCKCLIFFE
Community Resource Centre

Overbrook • Forbes • Carson Grove • Manor Park
Lindenlea • Rockcliffe • New Edinburgh

GIFTS IN-KIND PROGRAM (GIK)
Volunteer positions

About GIK:

The Gifts in Kind program has been managed by the Rideau Rockcliffe Community Resource Centre since 2011. It was established by United Way Ottawa in 2001 and still funded by the same organization. This city-wide initiative enables individual, corporate, governmental, and non-profit donors to provide items to approximately 200 nonprofit recipient agencies.

Since 2011, we have distributed more than \$5 million in product to our partner agencies and we have grown by 25% and are continuing to expand the program.

Contact Information:

E-mail: Gifts.InKindProgram@crcrr.org

Phone: 613 7450073-Ext 104

Address: 815 St. Laurent Blvd Ottawa

Web: <https://www.crcrr.org/gik>

Web: giftsinkindottawa.ca (not completed, test phase)

We are looking for volunteers that can help us to sustain our services in the following positions.



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1. **GIK Volunteer Assistant Operations Manager Job Description (Part-time, Onsite):**

Our program is searching for a motivated and experienced volunteer to help the management of the program operations. GIK has over 180 nonprofit member organizations and a couple of individual and corporate donors. Your role will be to carry out and maintain the activities that take place from the time we received the donations to their distribution.

Responsibilities:

- Help the sorting team with the sorting of the donations
- Move the sorted items to the storage
- Record donations and donors to the inventory system
- Prepare the orders
- Drop the distributed donations from the inventory system
- Ensure the storages are in order

Requirements and Qualifications:

- Intermediate Proficiency in Microsoft Excel
- Strong written and verbal communication skills.
- Ability to lift and move bags/boxes up to 30 pounds each
- Ability to use smart phone application to scan the items
- Able to access all areas of the building (ascending and descending stairs, safely and without limitation)
- Fluency in English
- French is an asset

Position Term

Commitment of a minimum of 4 months is required for the role.



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2. **GIK Social Media Volunteer (Part-time, Onsite and Remote):**

We're looking for volunteers to help us with the implementation of program's marketing strategy and manage our social media accounts.

Responsibilities

- Follow-up on client testimonials
- Create content for the program's social media platforms
- Generate, edit, publish and share content twice per week (original text, images, video etc.)
- Assist with crisis management, bad reviews, and harmful news communications
- Create a quarterly newsletter/report for the donors, including stats on donations value, pictures and short testimonies
- Help to implement the program's marketing strategy

Requirements and Qualifications

- Experience in digital marketing and social media
- Strong familiarity with the applications of social media platforms (such as Facebook, Twitter, YouTube, Linked In, etc.)
- Knowledge of graphic and social software such as Canva or Photoshop
- Understanding of social media metrics; able to interpret the results and take action to increase the effectiveness of social media campaigns
- Strong written communication skills
- Fluency in English
- French is an asset
- Education in marketing, communication, or related field is an asset

Position Term

Commitment of a minimum of 4 months is required for the role.



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3. GIK Volunteer Customer Services (Part-time, Onsite and Remote):

We're looking for volunteers to help us with the management of customer services.

GIK has over 180 nonprofit member organizations and a couple of individual and corporate donors such as Amazon and Costco. Your role will be to review the current client list, update client information sheets, reach out to customers who could not be contacted, provide information about our services, and work on ways and means to attract new donors to our program.

Responsibilities:

- Solicits thank you letters from recipient agencies as part of donor recognition practices
- Maintains up-to-date GIK database and files and ensures that signed Terms of Agreement documents are on file for all participating agencies
- Maintain accurate records and document all customer service activities and discussions
- Assess service statistics and prepare detailed reports on your findings

Requirements and Qualifications:

- Education in business administration or relevant field
- Experience in a customer service position
- Proficiency in Microsoft Office and customer service software
- Strong written and verbal communication skills
- Fluency in English or French

Position Term

Commitment of a minimum of 4 months is required for the role



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4. GIK Volunteer Inventory and Warehouse Management System Designer (Part-time, Onsite or Remote):

Our program is searching for a motivated and experienced volunteer to help to complete our customized Inventory and Warehouse Management System. The current software has been written in Python by a grade-12 student (junior software engineer). We are expecting the new version to be built to work on the web environment. The incumbent will work with our junior software engineer.

Expectations:

- Help with the re-design of the Inventory and Warehouse Management System
- Help with the script writing of the system

Requirements and Qualifications:

- Proficiency in coding

Position Term

Commitment of a minimum of 3 months is required for the role.