

Volunteer Department Assistant Manager

What is Crossroads?

Crossroads Foundation is a Hong Kong based non-profit organisation serving global need. We believe that, in a broken world that sees too much suffering, we should do all we can to link those who are in need with those who can provide help. We, therefore, provide an intersection, literally a crossroads, to bring both together.

WWW.CROSSROADS.ORG.HK



We are in need of a **Volunteer Department Assistant Manager**.

Crossroads is only able to function because of the amazing volunteers from the community who assist in all areas of our work. In a typical year, we could see over 6000 volunteers giving over 80,000 hours of volunteer work to help people in need. The Volunteer Department manages all these people: ensuring each person has a fantastic volunteer experience and is able to help in ways that make a difference in the lives of people in need.


We are looking for an Assistant Manager for our Volunteer Department: an outgoing person who loves people, is organized and can help manage a busy office. The ideal candidate should have an excellent command of written and spoken English and Cantonese, strong attention to detail, enjoy finding solutions to challenges and working in a dynamic and diverse team.

Responsibilities

- Provide excellent customer service to volunteers and other visitors
- Manage volunteer bookings from individuals, families and groups (corporate, NGO, school etc)
- Liaise with Crossroads' other departments to determine their volunteer needs
- Assist in running our summer internship programme
- Manage the volunteer needs for our Christmas Fair event in November
- Oversee the reception desk
- Organise the day to day operations of the Volunteer Department
- Ensure daily data entry is accurate and timely
- Assist in producing monthly reports and data analysis


Contact us

 enquiries@crossroads.org.hk

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Job Profile:

Volunteer Department Assistant Manager

Requirements

- 'Can do' attitude
- Shows initiative and creative thinking
- A flexible approach when working in a team
- Excellent communication skills (written and spoken) in English and Cantonese
- Good problem solving skills
- Time management skills and the ability to cope with several tasks at a time
- Accuracy and attention to detail
- Proficiency in MS Office

Position Details

Position Type:	Full-time, 5 workdays/week (Tuesdays to Saturdays) 9:30 am – 5:30 pm Statutory annual leave
Location:	Hong Kong, Crossroads Village, So Kwun Wat
Ideal Starting Date:	Tuesday 4 July 2023
End Date:	Saturday 29 June 2024

Application Process

Submit application at <https://www.crossroads.org.hk/job-application/>
Application deadline: June 6, 2023