



ARTS UMBRELLA

Student Services Assistant Full & Part Time Positions Available

About Arts Umbrella

Arts Umbrella is where young artists ages 2–22 cultivate their creativity in Dance, Theatre, and Visual Arts. As a non-profit centre for arts education, we believe that art is powerful. Powerful enough to change kids' lives in incredible ways. When young people connect with the arts, they gain self-confidence, develop self-discipline, and discover creative expression—things they carry with them for life. Arts Umbrella has four locations in Vancouver and Surrey, as well as donor-funded programs at schools, community centres, neighbourhood houses, and healthcare facilities across Metro Vancouver. We reach close to 21,000 students every year, with nearly 80% participating at little to no cost thanks to the Arts Umbrella Bursary Fund.

Now celebrating its 40th year, Arts Umbrella will be moving into the South Building of the former Emily Carr on Granville Island in late 2019. This exceptional opportunity will allow Arts Umbrella to further our vision for a better world where all young lives are inspired to pursue a lifelong journey towards self-expression, compassion, and humanity. It is our mission to be Canada's leader in arts education for young people; to build community and deliver profound life experiences through our commitment to innovation, excellence, and inclusivity. Arts Umbrella is an organization full of heart, where self-expression and creativity are valued and nurtured.

The opportunity

Reporting to the Student Services Coordinator, the Assistant position supports Arts Umbrella by responding to general inquiries in person, over the phone and by email. They provide a public face for the organization to visitors to the Granville Island facility.

This position is responsible for the following responsibilities:

- Providing exceptional customer service to families, internal staff, and external contacts
- Maintaining current knowledge of Arts Umbrella's programs including class schedules, course content and instructors
- Maintaining up-to-date knowledge in the use of ActiveNet for clients, instructors and administration
- Enrolling, withdrawing and transferring students, referring more complex inquiries to the Registration Specialist or Student Services Coordinator.
- Supports Student Services and Programming with administrative tasks such as document creation and editing.
- Performs ActiveNet data entry
- Maintaining up to date knowledge about Arts Umbrella to be able to direct inquiries to the appropriate department and/or stakeholder
- Maintaining a positive attitude when dealing with all inquiries
- Opening and closing the facility
- Administering first aid in accordance with established procedures and first aid training
- Performs related duties in keeping with the purpose and accountabilities of the job including, but not limited to: maintaining and ordering office supplies, courier and mail services, maintenance of lobby appearance and order



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About you

The competencies for this position would typically be acquired through the completion of some post-secondary education and at least two years of experience in a customer service or receptionist role working with the public or an equivalent combination of education and experience. Valid Occupational First Aid Level 1 and Emergency Childcare First Aid are required.

Technical Competencies:

- Exceptional customer service skills
- Strong multi-tasking skills; able to prioritize and manage competing priorities
- Solid interpersonal skills; able to relate to all levels of stakeholder
- Solid computer skills and proficiency in Microsoft Office Applications (primarily Word and Excel)
- Experience with database software (particularly ActiveNet) an asset
- Solid telephone skills
- Solid problem solving ability – able to respond to inquiries proactively
- Fluency in Mandarin is an asset, but not a requirement

How to apply

If this sounds like you, please forward your resume and cover letter in one PDF document to job@artsumbrella.com indicating **Student Services Assistant** in the subject line no later than Friday, January 25, 2019.

We will review resumes as they arrive and schedule interviews when appropriate.

Arts Umbrella thanks all applicants for their interest and advises that only those selected for an interview will be contacted.