



ARTS UMBRELLA

MANAGER, STUDENT SERVICES

Permanent Full Time (35 hours per week)

Arts Umbrella is where young artists ages 2–22 cultivate their creativity in Dance, Theatre, and Visual Arts. As a non-profit organization 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.

Now celebrating its 40th year, Arts Umbrella will be moving into the South Building of the former Emily Carr University of Art + Design 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 Senior Director, Programming, this position supports the organization by overseeing customer relations, helping to create a warm and welcoming first point-of-contact for all of our stakeholders including families, donors and staff alike.

Key responsibilities include, but not limited to the following:

- Creates a strong team environment, through hiring, training and supervising the Registration Specialist, Student Services Coordinator and Student Services Assistants (“Student Services staff”)
- Actively oversees Student Services department to ensure optimum customer relations, supporting Student Services staff in solving complex issues
- Provides Professional Development Plan support for Student Services staff
- Assesses organization's needs to plan Student Services staffing schedule(s) accordingly
- Creates and manages Student Services budget
- Participates in both developing, and insuring departmental adherence to, organizational policies and procedures
- Oversees administration of registration database (Activenet), including handling confidential student information and inputting annual class schedules into Activenet in a timely manner for student registration
- Works actively with Manager, Program Operations in overseeing class enrollment reports
- Registers students in person, by telephone, and through paper registrations as required in concert with Student Services staff
- Supports Registration Specialist in facilitating bursary applications and communication with applicants
- Has a thorough understanding of Arts Umbrella programs in order to support students and families in decision-making
- Oversees general Facilities duties for Vancouver, approving supplier invoices, assisting in the planning of building maintenance and liaising with Facilities Caretaker and/or service providers as required
- Administers payroll for Student Services part-time staff
- Acts as Assistant Crisis Manager as part of the Crisis Management Team



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Here is what you bring

The ideal candidate is a friendly, self-starter, creative thinker, and confident professional with the following:

- A post-secondary degree or diploma plus three to five years of work experience in a customer-service oriented environment or an equivalent combination of education, training, and experience
- A positive, “can-do” attitude and customer focused approach that will enable you to deal with challenging situations with integrity, empathy and sincerity
- Outstanding interpersonal skills with the ability to build and maintain positive relationships.
- Exceptional ability to interact with diverse groups of people and operate well in a collaborative work environment while remaining upbeat and courteous
- Proven ability to multi task and prioritize successfully in a fast-paced environment with minimum supervision
- Strong computer skills with proficiency in MS Office Applications, Raiser’s Edge or related databases and ActiveNet or other online registration systems

Team fit is very important in this close-knit organization, so we are looking for someone who builds strong relations, and is passionate and driven. We take pride in the diverse mix of personalities that makes Arts Umbrella the quality organization it is today. As a caring organization, we make it a priority to foster a positive work environment by recognizing the efforts of our staff, and promoting a balanced work/family life.

How to apply

If you have what it takes and are looking for a great opportunity to work within a forward-thinking organization, send your resume and cover letter to job@artsumbrella.com no later than **9:00 am, Tuesday, August 6, 2019** indicating **Manager, Student Services** in the subject line. 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. **No phone calls please.**