



ARTS UMBRELLA

Student Services Assistant

Location: Granville Island

Full Time (35 hours per week; one weekend day required)

Start Date: September 3, 2019

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 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 of 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, instructors, and seasonal events
- Performs ActiveNet data entry and 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
- 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
- Supports Student Services and Programming with administrative tasks such as document creation and editing
- 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 basic building maintenance, and seasonal tasks as assigned by other departments



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Here is what you bring

The Student Services Assistant ideally has completed post-secondary education and have 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, in addition to the following qualifications:

- Exceptional customer service skills
- Ability to work in a fast-paced and busy environment
- Confident telephone communication skills
- Strong multi-tasking skills and ability to prioritize and manage competing priorities
- Solid interpersonal skills and capacity to interact professionally with a diverse group of people
- Computer proficiency in Microsoft Office (primarily Word and Excel), Outlook, and Google Applications
- Experience with ActiveNet an asset
- Must be a team player, willing to work with others to resolve problems, and also able to exercise judgement and initiative to identify and respond to issues
- Collaborates with peers to ensure administrative systems and processes are consistently followed and monitored for effectiveness and that gaps are addressed and resolved when identified
- Demonstrate ability to be self-motivated, assertive, and capable of working with minimal supervision with a high degree of attention to detail
- Valid Occupational First Aid Level 1 and Emergency Childcare First Aid
- Fluent written and oral Mandarin skills an asset but not required

How to apply

If this sounds like you, please forward your resume and cover letter in one PDF document to job@artsumbrella.com indicating **Full Time Student Services Assistant** in the subject line no later than Monday, August 12th 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.