



ARTS UMBRELLA

Student Services

Part-Time: (5-20hours/week)

Pay: \$15 / hour

Start Date: ASAP

About Arts Umbrella

With a mission of “Inspiring Creativity. For Good,” **Arts Umbrella** is a not-for-profit arts education centre for children and youth ages 2 to 22. We foster the creativity of young people by providing innovative and quality visual and performing arts programs that inspire creativity, spirit, and passion. Delivering both tuition-based and free outreach programs, we touch the lives of 21,000 children a year!

For 40 years, Arts Umbrella has been offering a lively, positive, and supportive work environment and an opportunity to make a difference. We are passionate about the arts and believe that through arts education we can positively impact our community and our world. Arts Umbrella is an organization with a heart, where self-expression and creativity are valued and nurtured. more.

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:

- 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 order



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Here is what you bring

The Student Services Assistant ideally has completed 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.

- Exceptional customer service skills in confident communication
- Strong multi-tasking skills; able to prioritize and manage competing priorities
- Solid interpersonal skills; able to relate to all levels of stakeholder
- Computer proficiency in Microsoft Office, Outlook, Applications (primarily Word and Excel)
- Experience with ActiveNet an asset
- Solid telephone skills
- Solid problem solving ability – able to respond to inquiries proactively

- 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 **Part-time Student Services Assistant** in the subject line no later than Friday, October 4th, 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.