



ARTS UMBRELLA

STUDENT SERVICES ASSISTANT

Part-Time/Casual (weekends required)

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 over 41 years, Arts Umbrella has made the exciting move into the South Building of the former Emily Carr University of Art + Design on Granville Island in April 2021. 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.

Diversity & Inclusion

Arts Umbrella is dedicated to promoting diversity and inclusion. Our commitment is reflected in our programming, the audience we engage with, the students we serve as well as the staff we employ. Diversity and inclusion in our organization means fostering a workplace in which individual differences are recognized, appreciated and respected. We actively seek applications from Indigenous peoples, visible minorities, persons with disabilities, people of all sexual orientations and genders, and others with knowledge in diversity and inclusion to help us strengthen our commitment.

The Opportunity

Reporting to the Director, Enrolment and Student Services, the Assistant is the front-line response for our parents and students for registration and general inquiries. The Student Services Assistant is the go-to for questions from internal and external stakeholders and develops an in-depth understanding of the inner workings of Arts Umbrella as an organization. They provide a public face for the organization to visitors of the Granville Island facility.

The position is responsible for the following:

- 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
- Performing ActiveNet data entry and maintaining up-to-date knowledge in the use of ActiveNet for clients, instructors and administration
- Enrolling, withdrawing and transferring students
- Maintaining up to date knowledge about Arts Umbrella to be able to direct inquiries to the appropriate department and/or stakeholder
- Opening and closing the facility
- Administering first aid in accordance with established procedures and first aid training



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- Supports other departments with administrative tasks on an ad hoc basis

Here is what you bring:

Our ideal candidate takes pride and joy in providing exceptional service across the organization. This person would have some sort of background in the arts – even if simply as a student – and is enthusiastic about the benefits of arts education for young people. In addition, our ideal candidate would have the following technical competencies:

- Some post-secondary education preferred
- 1-3 years' experience in customer service
- Demonstrated interest in the arts
- Excellent written and oral communication skills, including telephone communication skills
- Excellent interpersonal, communication, problem-solving and organizational skills
- Confidence in executing first aid response (training provided)
- Strong skills in Microsoft Word, Excel, and Outlook
- Fluency in written and spoken Mandarin is preferred, but not required

How to apply:

Please send your resume and cover letter to careers@artsumbrella.com indicating **STUDENT SERVICES ASSISTANT** in the subject line. We strongly recommend early applications. 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.