



Front Desk Manager

Employment Type: Full-time position (5 days per week)

Location: Granville Island

Salary Range: \$50,000- \$60,000

About Arts Umbrella

Arts Umbrella is where young artists ages 2–22 cultivate their creativity in Art, Design, Dance, Theatre, Music, and Film. As a non-profit organization for arts education, we believe that art is powerful. Powerful enough to change a child's life in incredible ways. When young people connect with the arts, they gain self-confidence, develop self-discipline, and discover creative expression—qualities they carry with them for life. Arts Umbrella has three locations in Vancouver and Surrey, as well as donor-funded programs at schools, community centres, neighbourhood houses, and healthcare facilities across Metro Vancouver. We serve nearly 20,000 young people every year, with 77% participating in donor-funded programs.

In April 2021, Arts Umbrella moved into a new home on Granville Island. This transformational opportunity allows us 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 a 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 Chief Operating Officer, the Front Desk Manager is responsible for supporting the students and family experience from registration through everyday activities.

In this role you will

Front Desk/ Student Services Management

- As a member of the administrative management team, contributes to planning and implementation of strategic initiatives relating to registration, customer service, and safety
- Demonstrates and reinforces customer service standards on an ongoing basis
- Responds to any customer service complaints escalated from frontline staff, collaborating with relevant departments on solutions where necessary
- Provides day-to-day coaching and mentoring of Front Desk/Student Services staff
- Employs best practices in staff recruitment, onboarding, and management, including performance management for all full-time and permanent part-time Front Desk/Student Services staff
- Meets with Programming teams monthly to understand upcoming events, programs, and other details relevant to Student Services work
- Working with the COO, helps develop and manages department annual budgets
- Works within the parameters of the annual operating plan to ensure appropriate staffing



- Builds and/or approves Front Desk/Student Services schedule
- Participates in both developing and ensuring departmental adherence to organizational policies and procedures, including building safety protocols
- Promotes safe work practices and ensures compliance with Arts Umbrella's health and Safety Program and the Regulations of WorkSafe BC

Facilities Support:

- Supports the COO in all Facilities related Operations activities at all AU locations

Registration and Enrolment

- Publishes weekly enrolment report
- Analyzes enrolment reports and provide recommendations to the COO and Programming for improvements to program offerings based on reports and family feedback
- Responsible for the oversight of the registration system, including uploading of year-long Programming schedules and fees prior to registration opening date, as well as proper handling of confidential information
- Acts as the Subject Matter Expert for registration system
- Leads Bursary Program administration
- Works with Programming teams on class cancellations, managing the execution of student communications

Here is what you bring

- A post-secondary degree/diploma
- Three (3) to five (5) years of experience in a Customer Service ideally one to two years of supervisory experience
- Excellent communication skills both written and oral
- Advanced interpersonal skills, able to relate to multiple stakeholders, including children
- Basic budget management skills
- Intermediate project management experience
- Proficient in Microsoft office suite
- Experience in database management

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.

How to apply

Send your resume and cover letter to job@artsumbrella.com, indicating **Front Desk Manager** in the subject line. We strongly encourage applicants to apply as soon as possible, as we will review resumes and schedule interviews as they arrive. This position will remain open until filled.



Arts Umbrella thanks all applicants for their interest and advises that only those selected for an interview will be contacted. *No phone calls please.*