



## Student Services Assistant

**Employment Type:** Full time position (5 days per week, 35 hours per week including evenings and weekends)

**Location:** (Grandville Island)

**Salary:** \$38,000

### 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 two 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 Manager of Student Services, the Student Services Assistant is the first point of contact for our parents and students for registration and general inquiries. They are also 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're also essential in multiple areas of Arts Umbrella which include operations, communication and risk management. They provide a public face for the organization to visitors of the Granville Island or South Surrey facility.

### In this role you will

- Demonstrate exceptional customer service to all families, team members and external candidates through timely communication, registration assistance and support of the diverse needs of all students.
- Keep up to date on current knowledge of Arts Umbrella's programs including class schedules, course content, instructors, and seasonal events
- Perform data entry records in the online registration portal including customer records maintenance and other registration support duties
- Collaborate with multiple departments to support their needs while ensuring the facility operates smoothly and efficiently
- Open and close the facility
- Work with the Registration Specialist and Manager to support student needs including bursary administration



- Administer first aid in accordance with established procedures and first aid training (training provided by Arts Umbrella)
- Report any unsafe conditions, practices or injuries as soon as possible and take appropriate actions

#### Here is what you bring

- Post-secondary diploma, degree, or equivalent experience
- 1-2 years' experience in customer service or another client-facing role
- Experience working with children, youth, or in an education environment
- Fluency in a language spoken by populations we serve such as Mandarin, Cantonese, French or Spanish considered an asset
- Experience thoughtfully interacting and engaging with a diverse population through written and oral communication, and especially telephone and in-person communication
- Excellent interpersonal, communication, problem-solving and organizational skills
- Confidence in executing first aid response (training provided)
- Experience with MS Office or similar office suite, especially Outlook, Word and Excel
- Experience or familiarity using ActiveNet or similar registration system
- Valid First Aid and/or Mental Health First Aid certificate (considered an asset)

#### 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](mailto:job@artsumbrella.com), indicating **Student Services Assistant – FT** 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.*