



## Student Services Attendant

**Employment Type:** Full time or Part Time Contract position (March – May 2025). Hours include evenings and weekends

**Location:** (Granville Island)

**Wage:** \$21.00 per hour

### 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 Attendant is the first point of contact for our parents and students for general inquiries about our programming and events. 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.

### In this role you will

- Deliver exceptional customer service to all guests at Arts Umbrella while managing communications, deliveries, and visitor access to ensure smooth facility operations.
- Ensure smooth operations through daily reporting, staying informed on events and rentals, sharing information, and collaborating across multiple departments
- Assist with opening and closing duties for the facility
- 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
- Minimum 1 year experience in customer service or another client-facing role



- Effective teamwork skills along with an ability to take initiative
- Fluency in a language spoken by populations we serve such as Mandarin, Cantonese, French or Spanish considered an asset
- Excellent interpersonal, communication, problem-solving and organizational skills
- Experience with MS Office or similar office suite, especially Outlook, Word and Excel
- 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 Attendant – Contract** 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.*