

## **UBC RECREATION JOB DESCRIPTION**

**Job Title: Program Assistant (1 Position)**

### **Work Term**

- **September 16, 2019 – April 30, 2020, with possibility of extension to August 28, 2019**
- 



### **JOB DESCRIPTION**

This individual will work directly with several of the UBC Camps management team on tasks of varying complexity in an organizational capacity as well as providing customer service and registration assistance to the general public. The primary focus for this position is on communication with parents, campers, staff, and other members of the administrative team to ensure both day and overnight camps run as smoothly as possible. This role also assists as necessary with program planning, logistics and bookings, as well as supporting the transition between CLASS registration software to Perfect Mind software.

### **DESCRIPTION OF DUTIES**

- Provide exceptional customer support to UBC Camp participants and parents
- Assist in program planning logistics, including with various campus and community partners
- Coordinate program logistics with various campus and community partners
- Communicate program logistics to camp instructors, parents, and other members of the administrative team, specifically using MailChimp software systems to generate and send “pre-camp emails” to parents
- Answer customer inquiries via phone, e-mail, and in person
- Process cash, debit and credit card transactions accurately
- Assist in budget management and payment tracking
- Printing and emailing class lists for instructors and other administration
- Inventory tracking
- Support Perfect Mind software implementation as needed
- Registering participants for programs using CLASS and Perfect Mind software
- Updating CLASS and Perfect Mind databases with camp information
- Performing website updates as required
- Attendance at all mandatory staff meetings
- Minor maintenance and cleaning tasks as necessary
- Available for select evening and weekend shifts to support Winter Break, Spring Break and pre-summer programming
- Performing other duties as necessary, or assigned

This role is integral to the operations and goals of the Department of Athletics and Recreation, including excellence in customer service and program management. The role will provide front line services to faculty, staff, community users, and camp participants and parents. Employees working in this role are required to provide first-class customer service and professionalism while assisting patrons in person, over the phone, and via email. As a first contact to UBC Athletics and Recreation it is vitally important the employee assists our patrons in a knowledgeable and professional manner. As our facility patrons are often first time visitors to the university campus, it is essential the successful candidate is welcoming, knowledgeable of campus way finding, and gives clear and concise directions.

### **SUPERVISION RECEIVED:**

This position reports directly to the Manager – UBC Camps, with additional support from the Coordinator - UBC Camps. This position works under direct supervision both independently and in a team environment and interacts with other department and campus units, in addition to Athletics and Recreation, as well as program partners with UBC Extended Learning, other campus and community partners and external vendors.

The employee works under a set of policies and procedures and is expected to defer to the supervisor when any judgment or decision making outside these parameters is required. The role maintains regular contact with the supervisor through email, phone and in-person interactions.

## Remuneration

\$3,150.00 monthly salary



## QUALIFICATIONS:

### Education and Experience

- Previous recreational programming experience
- Previous experience working in a camp environment
- Previous experience working with culturally diverse populations
- Previous experience working with workplace budgets
- Previous supervisory and/or leadership roles
- Previous customer service experience

### KNOWLEDGE, SKILLS AND ABILITY

- Enthusiastic, self starter, organized and responsible
- CLASS registration system knowledge an asset
- Perfect Mind registration system knowledge an asset
- Writing, editing, communication and project management skills
- Able to work in a team environment and independently
- Ability to adapt to new situations, and be flexible with change
- Ability to exercise sound judgment and learn quickly
- Must be responsible with cash
- Strong working knowledge of MS Word, Outlook and Excel
- Ability to exercise sound judgment when planning and solving problems
- Excellent time management and organizational skills
- Excellent written and oral communication skills
- Ability to speak Mandarin or Cantonese an asset
- Previous experience in live-in or international program an asset
- Ability to provide current Criminal Record with Vulnerable Sector Check
- Current Emergency First Aid and CPR-C/AED certification
- Valid Class 5 Driver's License an asset
- Valid Class 4 Driver's License an asset
- Ability to use personal cell phone for work purposes, including using data, an asset

### ANTICIPATED LEARNING OUTCOMES

- Enhanced understanding of (youth) recreation programming
- Enhanced communication techniques
- Enhanced customer service skills
- Enhanced leadership and abilities
- Knowledge and experience managing a variety of program logistics

### How to Apply:

Submit a cover letter, resume, along with the appropriate documents to answer the pre-screening question below, and three references with contact information to Michael Carroll, Manager – UBC Camps, Athletics and Recreation by submitting an **online application** at [www.camps.ubc.ca/employment](http://www.camps.ubc.ca/employment) or in person at 3065 Wesbrook Mall (National Soccer Development Centre), Vancouver, BC, V6T 1Z3 by August 15, 2019 at 4:00pm. Due to a large number of applicants, only those applicants selected for interview will be contacted. *Late or incomplete applications will not be reviewed.*

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.