UBC RECREATION JOB DESCRIPTION

Job Title: Program Assistant – Adventure and Volunteers

Work Term

- May 4 – Sept 4, 2020

JOB DESCRIPTION
This position is based out of the UBC Camps Headquarters Office, and is responsible for all logistical aspects of Adventure Camps (field-trip based programming), along with assisting in the day-to-day operations of UBC Camps and various other administrative responsibilities, including registration and communication with parents, campers, staff, and other members of the administrative team. This role also leads on volunteer screening, document collection and scheduling.

DESCRIPTION OF DUTIES

- Budget, book and organize all logistics associated with Adventure Camps
- Lead on volunteer screening, document collection and scheduling
- Provide exceptional customer support to UBC Camp participants and parents
- Coordinate program logistics with various campus and community partners
- Communicate program logistics to camp instructors, parents, and other members of the administrative team
- Answer customer inquiries via phone, e-mail, and in person
- Process cash, debit and credit card transactions accurately
- Printing and emailing camp lists for instructors and other administration
- Inventory tracking
- Registering participants for programs using Perfect Mind software
- Updating Perfect Mind database with camp information
- Performing minor website updates as required
- Attendance at all mandatory staff meetings
- Performing other duties as necessary

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. Students 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 student 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 Program Lead – Day Camps, with additional support from the Coordinator – UBC Camps and Manager – UBC Camps. This position works under direct supervision both independently and in a team environment. 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

$1,350.00 semi-monthly* salary

*Semi-Monthly Payroll: UBC pays semi-monthly employees on the 15th day of the month and the last day of the month. Employees who work a portion of a semi-monthly period will receive a pro-rated semi-monthly paycheque. For example, employees who work August 1 – 10 will receive a pro-rated paycheque on August 15.
QUALIFICATIONS:

Education and Experience

- Previous recreational programming experience
- Previous experience working in a camp environment
- Previous experience leading a staff or volunteer team

KNOWLEDGE, SKILLS AND ABILITY

- Enthusiastic, self starter, organized and responsible
- Perfect Mind registration system knowledge an asset
- Proven ability to learn quickly
- Writing, editing, communication and project management skills
- Able to work in a team environment and independently
- Must be responsible with cash
- Strong working knowledge of MS Word, Outlook and Excel
- Ability to initiate and learn quickly
- Ability to exercise sound judgment when planning and solving problems
- Excellent time management and organizational skills
- Excellent written and oral communication skills
- Ability to provide current Criminal Record with Vulnerable Sector check
- Ability to speak Mandarin or Cantonese an asset
- 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

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

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 Molly Littleford, Program Lead – Day Camps, Athletics and Recreation by submitting an online application at www.camps.ubc.ca/employment or in person at 3065 Wesbrook Mall (National Soccer Development Centre), Vancouver, BC, V6T 1Z3 by January 30, 2020 at 4:00pm. Due to a large number of applicants, only those applicants selected for interviews will be contacted. Late or incomplete applications will not be reviewed. Interviews will be conducted February 7, 2020.

Pre-Screening Question:
Create an activity schedule and corresponding budget for one week of "Adventures Abound - No Limits". Be sure to account for transportation time in your activity schedule, and include registration revenue, all anticipated expenses, and net earnings in your budget.

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.