

UBC RECREATION JOB DESCRIPTION

Job Title: Program Assistant – Finance and Logistics

Work Term

- **May 1 – August 30, 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 behind-the-scenes customer service and registration assistance to the general public. The primary focus for this position is coordinating payments to various campus and community partners, along with financial record keeping for adventure and overnight camps. Other main duties will include coordinating lunch supervision logistics on a weekly basis, along with other minor logistical assignments. Additionally, this individual will assist with pre-camp communication with parents, campers, staff, and other members of the administrative team to ensure all camps run as smoothly as possible, and could include answering customer questions by phone, email or in-person, and creating pre-camp or other marketing-related emails.

DESCRIPTION OF DUTIES

- Coordinate with other program assistants to arrange payment to various campus and community partners
- Accurately track payments to reconcile camp budgets
- Process cash, debit and credit card transactions accurately
- Coordinate Lunch Supervision “transfers” for all campers and staff on a weekly basis, and communicate transfer logistics to program partners
- Communicate program logistics to camp instructors, parents, and other members of the administrative team
- Updating CLASS database with camp information
- Inventory tracking
- Printing and emailing class lists for instructors and other administration
- Answer customer inquiries via phone, e-mail, and in person
- Performing minor website updates as required
- Attendance at all mandatory staff meetings
- Minor maintenance and cleaning tasks as necessary
- Provide exceptional customer support to UBC Camp participants and parents
- Registering participants for programs using CLASS software
- 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 behind-the-scenes support by keeping accurate records of financial payments to campus and community partners, communicating with parents, campers, staff, and colleagues, and ensuring accurate registration records are kept for all camp participants. Students working in this role are required to provide exceptional organizational and financial professionalism while assisting other members of the UBC Camps management team. 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. 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

\$1,305.00 semi-monthly salary.

QUALIFICATIONS:

Education and Experience

- Previous recreational programming experience
- Previous experience working in a camp environment
- Previous experience managing budgets and finances using Excel



Knowledge, Skills, and Abilities

- Enthusiastic, self-starter, organized and responsible
- CLASS 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
- ***Exceptional*** working knowledge of ***Excel***, Word, and Outlook
- 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 speak Mandarin or Cantonese an asset
- Ability to provide current Criminal Record with Vulnerable Sector Check
- Current Emergency First Aid and CPR/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

- Understanding and experience balancing a budget and managing finances
- 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, 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 or in person at 3065 Wesbrook Mall (National Soccer Development Centre), Vancouver, BC, V6T 1Z3 by January 31, 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. Interviews will be conducted February 6 - 8, 2019.

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.