

Program Assistant – Customer Relations

Work Term: May 8 – September 1, 2023



Job Description

This position 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 all camps run as smoothly as possible.

Description of Duties

- 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, specifically using MailChimp software 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
- 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
- Minor maintenance and cleaning tasks as necessary
- 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. 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 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

\$3,600.00 monthly* salary

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



Education and Experience

- Previous recreation programming and/or event experience
- Previous experience working in a camp environment
- Previous customer service experience

Knowledge, Skills, and Abilities

- 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 a Criminal Record Check with Vulnerable Sector Check
- Current Standard First Aid and CPR-C with AED certification
- Ability to use personal cell phone for work purposes, including data required

Preferred Qualifications

- Ability to speak Mandarin or Cantonese
- Valid Class 5 Driver's License an asset
- Valid Class 4 Driver's License an asset

Anticipated Learning Outcomes

- Enhanced understanding of recreation programming
- Enhanced communication techniques
- Enhanced customer service skills
- 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.recreation.ubc.ca/camps/employment by **February 12, 2023 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 14-17, 2023.*

Pre-Screening Question:

Please Respond to the Email Below.

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Hello UBC Camps,

My child, Robert, is registered for camp next week, and I unfortunately need to cancel because he broke his arm a few days ago.

Thanks,

John

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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.