

Administration Staff Job Description of Reception and Registration Assistant

Job Position: Reception and Registration Assistant

Hours:

Minimum of 35 hours per week. All scheduled hours will be between Monday - Friday; 8:30am – 4:30pm. Specific schedule will be determined upon hiring.

Pay and Vacation:

\$15-\$16.75 per hour, depending on qualifications. Vacation time as per Administration Employee Handbook.

Location:

Wind & Tide Administration Office
#113 – 5455 152 St., Surrey, BC

Report to: Registration Manager

Summary:

Contribute to the efficient day-to-day operations of the Wind and Tide Administration Office, providing support to employees in the Administration Office. Primary focus will be on supporting the registration team and providing follow-up assistance with registration procedures and payment collection. Duties will also include reception (telephone and office greeting), email responses, clerical and project-based work depending on the time of year.

Employee should present a warm and professional image of the company through phone, email and in-person interactions.

Primary Responsibilities:

- Answer incoming phone calls and email inquiries, and respond with accurate information, re-directing inquiries to other administration staff as needed
- Greet incoming office guests, assisting them with their questions and directing them to the appropriate administration staff member as needed
- Provide exceptional customer care, following through on tasks generated by staff and customer interactions, with a problem-solving attitude
- Contact families with regards to available spaces or missing registration information
- Assist in processing incoming registrations and withdrawals
- Liaise with families and teachers to arrange classroom tours
- Track updated student information and relay changes to schools

- Keep accurate communication notes on the registration system to ensure other staff can address questions and ensure data is well organized and maintained
- Working knowledge of the online store, as well as Childcare Benefits applications
- Work with existing database software and systems with a high level of accuracy and attention to detail
- Create and modify documents using Microsoft Office programs
- Process incoming and outgoing mail and courier items
- Perform general clerical duties including photocopying, faxing, document scanning, filing, etc.
- Assist in payment processing and debt collection, ensuring systems are up-to-date and working effectively and that follow-up is done in a timely manner
- Other duties as assigned to assist in the daily operations of the administration office, particularly for larger tasks/projects

Knowledge and Skill Requirements:

The ability to:

- Complete administration tasks accurately and efficiently
- Present a warm and professional image of Wind & Tide to staff, families and public, both in verbal and written communication, at all times
- Provide detailed documentation of tasks and/or situations to ensure communication to other team members
- Deal in an exceptional manner with ongoing interruptions while staying on track with tasks
- Demonstrate confidence with computer database software and internet applications, including a problem-solving attitude
- Work well with Microsoft Office programs, including the ability to create and manipulate formulas in Microsoft Excel
- Ability to type a minimum of 50 words per minute
- Display confidence in dealing with staff or parent concerns and inquiries
- Graciously take direction from other Administration staff
- Maintain professional relationships with Wind & Tide staff

Personal Characteristics:

- Relationships: maintains positive and healthy working relationships with others, both internally and externally
- Communication: excellent verbal and written communication skills, portraying warmth, care and enthusiasm to clients and co-workers
- Teamwork: works cooperatively and effectively with others to solve problems, ensuring that all aspects are communicated to other team members and staff
- Resourcefulness: asks for clarification and assistance when needed, independently seeking solutions as appropriate
- Confidence: enjoys working in fast-paced environment
- Enthusiasm: is eager to see progress and meet goals
- Organization: demonstrates attention to detail and exceptional organizational skills

- Time Management: displays a strong, positive work ethic and the ability to assess situations to determine urgency and prioritize as needed
- Responsibility: demonstrates flexibility to ensure the areas that they are responsible for are complete
- Initiative: makes decisions to enhance organizational effectiveness (as appropriate), and take initiative to undertake self-directed tasks when necessary
- Problem-Solving: approaches problems resourcefully and in an open-minded manner
- Conflict Management: willingness to work through conflicts with others in a healthy manner
- Leadership: (where applicable) demonstrates gracious leadership, leading by example, with authenticity and compassion.