

## Administration Staff Job Description of Reception and Registration Assistant

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### **Job Position:**

Reception and Registration Assistant

### **Hours:**

All scheduled hours will be Monday - Friday; 9:00AM – 2:00PM.

### **Pay and Vacation:**

\$15.75-\$16.80 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, redirecting 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
- Strong command and experience working 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:** Possesses excellent verbal and written communication skills, and genuinely portrays warmth, care and enthusiasm to families 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:** 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 effectively
- **Responsibility:** Demonstrates flexibility to ensure the areas that they are responsible for are complete
- **Initiative:** Ability to make 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.