



Position Description Registration Assistant – Mat Leave

Position Summary

The Registration Assistant (RA) is responsible for providing registration and administrative support to the Boys & Girls Club of Greater Victoria administrative office.

Reports To: Executive Director or Designate

Duties and responsibilities

Registration Management

- Maintain filing systems, logs, registration lists, and other records as needed
- Assist in processing all registration functions such as, but not limited to, enrollment of new and returning participant registration, cancellations, reinstatements and withdrawals - This includes in-person, email, or telephone customer service
- As needed greets visitors, parents, and/or employees and responds to requests for information and provides assistance to Programs
- Prepare program information for registration using Amilia registration software
- Work in collaboration with program Leaders to monitor and manage referral lists to maintain occupancy
- Maintain ongoing, timely communication with program Leadership
- Work with Program leaders to confirm payment plans with administration staff
- Support new participant registration by assisting parents with the completion of the subsidy application
- Ensure administration receives timely updated information required to complete subsidy process

Qualifications

- Strong computer skills including a proficiency in Word, Excel, Outlook and Registration software applications
- Grade 12 and education or training related to clerical or office administration
- Enjoys working with the public, multiple staff and thrives in a fast paced office environment
- Recent experience office administration
- Experience with a multi-line switchboard
- Knowledge of customer service principles and practices
- Exceptional communication skills with a focus on customer service
- Must be self-confident, possess good judgment and enjoy working within a team environment
- Able to operate standard office equipment
- Satisfactory criminal record check (must be provided on commencement of employment)
- Experience working in or with a not for profit agency or community based agency an asset

Position Skills and Competencies

- Demonstrate strong customer services skills
- Organized with a keen attention to detail and time management skills
- Demonstrate effective written and verbal skills



Boys & Girls Club
of Greater Victoria

- Demonstrate effective numeracy skills
- Demonstrate ability to take initiative
- Demonstrated ability to work independently and as part of a multidisciplinary team
- Demonstrated knowledge of Agency’s programs
- Demonstrated experience with conflict resolutions

Working Conditions

This position requires the ability to work in an office setting, perform repetitive office tasks and spend the majority of time on a computer. This position often requires sitting for long periods of time, some lifting and moving of office supplies in and around the office. This position can be exposed to demanding telephone callers or in-person visitors.

Position is located at 301 1195 Esquimalt Rd. Victoria

Position Information

- Term: Temporary Maternity Leave Coverage – contract duration till May 1st, 2020
- Hours: 21 to 24 hours per week
- Salary: 16.60 – 17.60/hour
- Work Schedule: Monday to Friday flexible schedule
- Location: Administrative Office, 301-1195 Esquimalt Road, Victoria, BC, V9A 3N6

Boys & Girls Club of Greater Victoria recognizes and respects the Lkwungen, WSÁNEĆ, T’sou-ke, MÁlexet and Scia’new people, whose traditional territories we live and work upon each day.

Employee Name

Employee Signature

Date

Manager Name

Signature

Date