



Job Description for Administration Office Staff Role of Reception and Family Care

Job Position:

Reception and Family Care

Hours:

37.5 hours/week

Specific schedule to be determined upon hire, but scheduled office hours are generally between 8:30am and 4:30pm. This position has an intended start date of August 16, 2021.

Pay and Vacation:

Position starts at either Assistant or Coordinator Step 1, with step increases available as per the Administration Employee Handbook

Vacation time as per Wind & Tide Administration Employee Handbook

Location:

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

Report to:

Registration Manager

Summary:

The Reception and Family Care Assistant or Coordinator is responsible for contributing to the efficient day-to-day operations of the Wind & Tide Administration Office, while also providing exceptional customer care to Wind & Tide families.

Primary focus will be on reception (telephone and office greeting) and follow-up in several aspects of family and customer care. As a member of the registration team, this person will



provide follow-up with registration procedures and payment collection, as well as project-based work depending on the time of year.

The 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
- Provide initiative and consistency with regards to follow-up with families (offers, classroom tours, new starts, etc.)

Registration Responsibilities:

- Contact families with regards to available spaces or missing registration information
- Process incoming registrations and withdrawals
- Liaise with families and teachers to arrange classroom tours
- 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 products and download process, as well as Childcare Benefits application process
- Identify trends in family inquiries or requests, and pass this information along to various administrative teams

Office Responsibilities:

- Oversee the photocopier (repairs and supplies), coffee service, postage meter, office supplies storage and orders
- Organize Administration staff luncheons, birthday cards, seasonal celebrations/decor and other events as requested

Additional Responsibilities:

- Work with existing database software and systems with a high level of accuracy and attention to detail
- Create and modify documents using Microsoft Office and Google office suite programs
- Process incoming and outgoing mail and courier items
- Perform general clerical duties including photocopying, faxing, document scanning, filing, etc.
- Attendance at Wind & Tide Professional Development (Pro-D) Days is preferred
- Other duties as assigned in order to assist in necessary projects, and/or the daily operations of the Administration Office

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 general public, both in verbal and written communication, at all times
- Display confidence in dealing with staff or parent concerns and inquiries
- An ability to listen well to parent complaints and actively seek to provide resolution, and include other Administration team members when more support is needed
- 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 software and Google programs, including the ability to create and manipulate formulas in Microsoft Excel
- Ability to type a minimum of 50 words per minute
- Graciously take direction from other Administration staff
- Maintain professional relationships with all Wind & Tide staff

Professional Characteristics:

- Relationships: maintains positive and healthy working relationships with others, both internally and externally, and demonstrates a willingness to work through conflicts with others in a healthy manner
- Teamwork: works cooperatively and effectively with others to solve problems, ensuring that all aspects are communicated to other team members and staff
- Communication: excellent verbal and written communication skills, portraying warmth, care and enthusiasm to clients and co-workers
- Time Management: displays a strong, positive work ethic and the ability to assess situations to determine urgency and prioritize as needed, and ensures that areas of responsibility are completed in a timely manner
- Organization: demonstrates attention to detail and exceptional organizational skills
- Resourcefulness: actively seeks solutions to challenges, and invites collaboration where needed in an open-minded manner
- Initiative: makes decisions to enhance organizational effectiveness (as appropriate), and takes initiative to undertake self-directed tasks when necessary
- Leadership: (as applicable for each role) demonstrates gracious leadership, leading by example, with authenticity and compassion
- Confidence: enjoys working in fast-paced environment
- Enthusiasm: is eager to see progress, and meet goals and expectations.