Job Title: Customer Service Administrator

This posting will be used to fill more than one position

Term: Temporary Full-Time paid position
Job Start Date: May 4th, 2020
Job End Date: August 24th, 2020
Job Location: 2-215 Donadeo Innovation Centre for Engineering
Hours: 35hrs/week
Hourly Rate of Pay: $16.12 per hour (plus additional 9% or 10.5% depending on employee type)

Application Deadline: Monday, February 17th at 11:59pm

We need two things to complete your application:

1. Cover letter
2. Resume

Please submit your cover letter and resume to:

Sarah Toderian
Acting Outreach Coordinator of DiscoverE
2-215 Donadeo Innovation Centre for Engineering, 9211 – 116 St NW
Edmonton, AB T6G 1H9
Email: decd@ualberta.ca
Phone: 780-248-1859

Job Description

DiscoverE is a not-for-profit, student-delivered initiative of the Faculty of Engineering, at the University of Alberta, in Edmonton Alberta. We deliver high-impact classroom workshops, unique clubs and events and engaging camps to more than 26,000 youth every year, and our programs reach over 70 communities across northern Alberta, British Columbia, Saskatchewan and the Northwest Territories. The Customer Service Administrators along with the Team Coordinator - Operations are responsible for the operational side of DiscoverE. This includes monitoring the main DiscoverE inbox, answering customer inquiries, processing payments and preparing camper material. Also, they work closely with the Resource Coordinators to maintain the shopping list and purchase materials needed for DiscoverE programs.
Job Duties

- Process payments, issue refunds and track payments with the assistance of the Faculty of Engineering’s finance team
- Answer customer service inquiries over the phone, through email and in person
- Support the management team with administrative work
- Create programming contracts for workshops and send out invoices
- Maintain the DiscoverE database
- Oversee the main DiscoverE email (discovere@ualberta.ca)
- Process individual bursary applications
- Prepare all camper materials (attendance forms, name tags, medical information, etc.)
- Maintain the shopping list and purchase goods and materials for DiscoverE programs in coordination with the Resource Coordinators
- Ensure all aspects of DE are running at their most efficient (bookings, finances, operations)
- Maintain an effective registration process for camps and workshops
- Communicate with parents, participants, instructors, teachers and other stakeholders
- Prepare and distribute camp welcome packages
- Organize the DiscoverE main office
- Collect and analyze feedback from participants, parents, teachers and other stakeholders
- Assist Team Coordinator – Operations with finding and booking accommodations and flights for off-campus trips
- Create workshop and travel packages to distribute to travelling instructional teams

Job Qualifications

- Professional and highly organized
- Proficient in working with databases and spreadsheet programs such as Excel
- Superior communication skills (phone, email and in-person)
- Creative and detail oriented
- Positive role model and mentor
- Excellent conflict resolution and problem solving skills
- Ability to work as part of a team
- Mature interpersonal conduct
- Willingness to learn new material
- Proficient in working with eClass, Google Drive and other Google programs
- Enrolled fulltime in an undergraduate program for the current academic school year, preferably with some background in engineering, science, computer science, math or education
- Experience working with children, youth, parents, communities and/or schools is an asset
- Previous customer service experience is an asset
- Previous experience invoicing, tracking and processing payments is an asset
- Class 5 driver’s license (GDL removed or able to remove) and 19 years old or older is an asset
- Able to complete a Police Information Check (with vulnerable section)
- Ability to fluently speak French is an asset
- Previous experience with DiscoverE or a similar organization is an asset
Important Information for Applicants

- If successful, we require a Police Information Check (with vulnerable section)
- We thank all applicants for their interest in DiscoverE, however only successful candidates will be contacted for an interview

If you have any questions or concerns, please feel free to visit 2-215 DICE or email Sarah Toderian at decd@ualberta.ca