

Job Posting: Administrative Assistant - Education

Vancouver Botanical Gardens Association (VBGA), joint operating partner of VanDusen Botanical Garden and Bloedel Conservatory with the Vancouver Park Board, is seeking an Administrative Assistant to further our mission to engage people in the importance of biodiversity to our lives, and to foster a lifelong love of plants and gardens.

The VBGA is committed to employment equity and diversity and encourages applications from all qualified candidates, including people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.

Position Overview

Reporting to the Assistant Director of Education and working closely within the Education Department, the successful candidate will support all aspects of client relations for the VBGA's education team. The candidate will employ their communication skills within online client relation platforms and both digital and in-person learning opportunities, to effectively interact with clients across email, Client Relations Management software, and in person using technology to enhance environmental education experiences and learning.

Responsibilities

- **Email and phone communications:** Construct, edit, and respond to email and phone communications with general and targeted audiences across Education programs
- **Client Relationship Management Software (Amilia):** Respond to registration requests, provide refunds and credits, and ensure client access to our online registration software.
- Coordinate bursary requests and tracking
- Assist with administrative tasks including, but not limited to, the creation of tracking and data management forms in **Excel**, adding new subscribers to our newsletter in **Mail Chimp**, and uploading participant surveys into **Survey Monkey**, and promoting courses through **community event platforms**.
- Provide technical support to instructors and participants for both online and in-person classes over **Zoom, Teams**, and with classroom technology such as AV, mics, cameras, and microscopes.
- Assist participants, guests, staff, and volunteers using relevant apps such as **iNaturalist, eBird, Merlin**, and **Bloomberg Connects**
- Assist with digital technology tasks on **ARCGIS StoryMaps** virtual field trip.

Qualifications

- Strong customer service, interpersonal, and communication skills with the ability to work well with a team with a diversity of working styles
- Effective and professional written and verbal communication skills.
- Working knowledge of client relationship management (CRM) software (Amilia preferred) or willingness to learn
- Technologically savvy and comfortable using AV equipment such as speakers and microphones as well as Microsoft Office suite, online meeting platforms such as Zoom and Teams, and comfortable using Canva
- Outstanding attention to detail, organizational skills and ability to prioritize various responsibilities and requests while meeting deadline.
- Highly adaptable, flexible, and able to prioritize as part of a small but fast and nimble team
- Thinks strategically and is creative in planning and problem-solving
- Dedication to environmental awareness and sustainable living
- Experience working in a non-profit or environmental educational setting is an asset

Availability & Duration

- € 20 hours per week, Monday-Friday
- € Flexibility with some evening and weekend work required
- € Contract term: June 24 2024-March 31, 2024

Wage

\$23/hr + 4% in lieu of vacation

This is a great opportunity to kickstart a career in supporting environmental organizations. To apply, submit your resume and cover letter by June 12 to Jessica Henry, Assistant Director of Education jhenry@vandusen.org

We thank all candidates for their interest, however only those candidates selected for interviews will be contacted.