

BRITISH COLUMBIA AND YUKON COUNCIL

POSITION DESCRIPTION

POSITION TITLE: BRANCH ADMINISTRATOR

Location: 170 Dogwood Street Campbell River

Accountable to:

Responsive to:

General

The Branch Administrator is responsible for assisting with the smooth and efficient operation of the Branch, business development and ensuring customer satisfaction.

Job Summary

37.5 hr week. Mon – Fri 8:30 – 4:30pm

Some evenings, weekends and overtime may be required for promotional events.

SPECIFIC ACCOUNTABILITIES

1. Administration

- Initial setup and scheduling for in-house and out-of-house classes;
- Confirmation with client re payment, dates, space requirements, etc.;
- Confirm equipment, schedule instructors, deal with last minute changes (e.g. instructor cancels);
- Review all student evaluations once training is finished with Branch Manager;
- Maintain contact with clients for future training;
- Assist with prepare branch training statistics and reports;
- Assist in resolving customer / student/ instructor concerns; and
- Order first aid supplies / office supplies.

2. Finance

- Approve instructor honoraria;
- Administer discount policies on first aid kits, equipment rental, group training

- Assist with inventory control; and

3. Marketing, Promotions and Advertising

- Coordinate with Branch Manager to develop and implement marketing promotions and advertising

4. Facilitate Effective Community Service Programs

- Assist Branch Manager in supporting to Community Services; and
- Assist Branch Manager in coordinating all branch events.

KNOWLEDGE AND SKILLS

This position requires:

- High school diploma;
- College courses in secretarial skills / office administration preferred;
- Knowledge of financial accounting, practices and procedures;
- Proficient in computer programs, in particular, data base, and keyboard skills;
- Detail oriented;
- Strong organizational and leadership skills;
- Excellent verbal and written communication skills;
- Excellent customer service / interpersonal skills.

Please apply via email to christie.kiers@bc.sja.ca

Please do not apply in person