

Class No.:	Staff
Original Date:	February 2013
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Pay Group:	16

CLASS SPECIFICATION

CHILDREN'S CENTRE OPERATIONS ASSISTANT

NATURE AND SCOPE OF WORK

This position reports to the Capilano University Children's Centre manager and provides operational support within the Centre, to both the manager and the educators. The Children's Centre Operations Assistant is responsible for independently performing a variety of support tasks in response to requests from the manager, educators, government agencies and families, by email, phone, and in-person. The Assistant provides accounting support to the manager and university and maintains the Centre's computerized and manual systems. The incumbent acts as a liaison between the Children's Centre and different areas of the university including parents, staff, and faculty, with clear and concise communication. The Children's Centre Operations Assistant demonstrates a commitment to the Mission, Vision, and Values of Capilano University in all they do.

ILLUSTRATIVE EXAMPLES OF DUTIES

Administrative:

- Responds to and prioritizes requests from the manager and members of the Children's Centre team by interfacing with the appropriate university department to ensure that requests are completed as required.
- Coordinates and prioritizes work orders and projects as requested by the manager and/or the educators ensuring that health and safety regulations are prioritized.
- Daily and continuously, supports the manager with drafting correspondence, arranging meetings, filing, information tracking, generating reports, record keeping, enrolment, attendance, and waitlist management.
- Assists the manager and lead educators in developing efficient administrative processes that comply with Licensing regulations and prioritize the safety of the children at the Centre.
- Takes initiative to identify and co-create improvements and efficiencies.
- Daily and continuously, assists with admission and registration for families and children by creating, updating, and maintaining children's files in both paper and electronic format.
- Maintains and ensures the accuracy of the PurelyHR system for the Children's Centre educators.
- Assists educators with timesheets as required before sending for approval and submission to Payroll.
- Assists the manager in ensuring that the Children's Centre complies with reporting requirements of the University and all other related agencies, such as Supported Child Development and the Ministry of Children and Families.

- Provides administrative support by ordering supplies and equipment, copying and printing in partnership with the print shop, and opens and distributes mail.
- Liaises with Early Childhood Educators and families to ensure smooth operations and troubleshoot issues as needed.
- Assists the manager with the hiring and onboarding of new educators.
- Liaises with the practicum conveners in the placement of ECCE practicum students.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S, Earthquake).
- Performs duties related to the qualifications and requirements of the position.

Financial:

- Assists with managing and tracking revenue and operating expenses for the Children's Centre and reconciles the monthly reports from Financial Services.
- Ensures accurate monthly fees are collected from parents by interfacing with Financial Services and accounts receivable.
- Accurately tracks monthly and annual fees collected from families to generate year-end tax receipts.
- Creates and manages the monthly online invoices to the government for the Affordable Childcare Benefit.
- Creates the monthly invoices to Supported Child Development and track payments to ensure that they are received as expected.
- Accurately calculates and reports to the university and the BC government, the Wage Enhancement benefit for Early Childhood Educators.
- Maintains accurate records for all reporting requirements for the \$10-a-day funding through the BC government.
- Accurately processes, reconciles and keeps records of:
 - Expenditures and cash receipts
 - Electronic purchasing card statements and receipts
 - Purchase requisitions and related invoices
 - Expense claims and reimbursement requests
 - Cheque requisitions

Customer Service and Reception:

- Daily and continuously receives, and responds professionally to, inquiries regarding application procedures, waitlists, and information pertaining to the Children's Centre, ensuring the mandate and policies and procedures of the Children's Centre are followed.
- Daily and continuously, provides reception in the Children's Centre office, responding to a variety of inquiries by phone, email and in-person from staff, clients, vendors, parents, and government agencies; provides information and guidance regarding the Children's Centre's policies, procedures, mandate, subsidies, etc.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the regulations, policies and procedures governing the Children's Centre.
- Thorough knowledge of the funding options provided by the Ministry of Children and Families/Ministry of Education.

- Thorough knowledge and effective use of Microsoft office applications, in support of operational activities and customer service, including Word, Excel and Access/database management.
- Strong and well-developed communications skills, including verbal, written, and business correspondence.
- Considerable knowledge of business English, spelling, punctuation, and arithmetic.
- Working knowledge of basic accounting principles and practices.
- Ability to exercise tact, diplomacy and sensitivity while always ensuring confidentiality and an elevated level of ethics and objectivity.
- Ability to establish and maintain effective working relationships with a diverse group of university employees, students, community members, and government agencies.
- Proven ability to deal with workplace conflict and escalation, as appropriate.
- Excellent organizational skills and attention to detail in a fast-paced, open office environment.
- Ability to prioritize, multitask and maintain accuracy while working with minimal supervision.

REQUIRED TRAINING AND EXPERIENCE

- Completion of one year (approximately 30 credits) of post-secondary education, including courses in business administration. An ECE (Early Childhood Education) certificate is preferred.
- Two years of related administrative support experience, including experience with childcare services and frontline customer service experience.

REQUIRED LICENCES, REGISTRATIONS AND CERTIFICATES

- A current Early Childhood Education Certificate (issued by the ECE Registry of BC).
- A valid safety oriented first aid certificate.
- Record of immunization as per Ministry of Health guidelines.
- In accordance with the BC Criminal Review Act, must provide a current, clear criminal record check.