



## Centre Administrative Officer

**Posted by:** 601071 BC LTD o/a Kumon of Surrey Guildford

**Posting date:** 03-May-2024      **Closing date:** 30-Oct-2024

**Education:** Bachelor's degree or equivalent experience

**Language:** English

**Job location:** Surrey

**Salary:** \$28.85 Per Hour

**Years of Experience:** 3 years

**Vacancy:** 1

**Job Type:** Full Time

**Job id:** CAJ2878235

Expired

### Job description:

**Kumon of Surrey Guildford** is currently seeking a proactive and detail-oriented **Centre Administrative Officer** to oversee the administrative operations of our centre. The successful candidate will be responsible for maintaining smooth operations, implementing new procedures, managing software applications, coordinating with various stakeholders, and ensuring high-quality service delivery. If you have exceptional organizational and communication skills and thrive in a fast-paced environment, we encourage you to apply.

**Company Name:** 601071 BC LTD o/a Kumon of Surrey Guildford

**Employment Location:** 10160 152 Street Suite Unit 9, Surrey, British Columbia, Canada, V3R 9W3

**Salary:** 28.85 hourly / 35 to 40 hours per Week

**Terms of employment:** Permanent employment; Full time

**Start date:** Starts as soon as possible

**Vacancies:** 1 vacancy

## Languages

English

## Education

Bachelor's degree or equivalent experience

## Experience

At least three years of related experience

## Responsibilities

- Streamline and oversee administrative procedures to ensure smooth operations within the centre.
- Maintain effective communication channels with parents, families, children, instructors, managers, staff, and vendors/suppliers.
- Develop, review, evaluate, and implement new procedures, and maintain quality assurance protocols.
- Oversee and maintain the software applications used at the centre for student progress and profile databases (KSis), Sales and Leads management (CRM), attendance management (GeniusOne), billing (Tuio/Square), and other related functionalities.
- Set work priorities, assign tasks to office support staff, and ensure deadlines are adhered to while ensuring procedures are followed. Ensure that operational activities are conducted on schedule and within the budget.
- Facilitates Parent Orientation sessions covering the centre's program, objectives, expectations, rates, billing procedures and policies.
- Establishes and arranges placement test schedules in alignment with the center's timeslots, closely coordinating with instructors.
- Execute the centre's daily operational activities such as handling inquiries from parents and students via phone, email, and in-person, maintaining student records accurately and confidentially using our database system, scheduling and coordinating student assessments, orientations, and parent meetings, managing the inventory of educational materials, supplies, and resources, and preparing reports and documentation as required

by management.

- Assist the centre's instructors in lesson preparation, including photocopying, organizing materials, and setting up classrooms, monitor student progress, provide feedback to instructors as necessary, support instructors in maintaining a positive and engaging learning environment, assist with grading assignments and tracking student performance, and collaborate with instructors to address any student concerns or challenges.
- Ensure the cleanliness and organization of the centre at all times and assist in marketing efforts, such as distributing flyers and promoting the centre's programs in the community.
- Oversee data collection to update metrics, aiming to meet productivity targets, minimize errors, and provide outstanding customer service.
- Implement and enforce policies and procedures concerning the release of records while processing requests in accordance with government access to information and privacy legislation.
- Analyse and supervise administrative operations associated with budgeting, contracting, project planning, and the centre's management processes.
- Support in preparing the operating budget and maintain inventory and budgetary controls.
- Gather data and create periodic and specialized reports, manuals, and correspondence.
- Facilitate human resources operations by organizing assessments, arranging appointments, conducting orientations, and managing documentation and data.
- Support the centre's hiring procedures by managing job postings, conducting screenings and interviews, performing background checks, and gathering necessary requirements.
- Assist the management and HR manager by offering secretarial support, including tasks such as data entry, formatting documents, printing materials, and handling ad hoc requests.
- Participate in staff meetings and training sessions as required.
- Ensure high-quality service delivery by adhering to organizational standards and contributing to creating a welcoming and supportive atmosphere for students, parents, and staff.

### **Who can apply to this job?**

Only apply to this job if:

- You are a Canadian citizen, a permanent or a temporary resident of Canada.
- You have a valid Canadian work permit.

If you are not authorized to work in Canada, do not apply. The employer will not respond to your application.

**How to apply**

By email: [kumonguildford@gmail.com](mailto:kumonguildford@gmail.com)

To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [kumonguildford@gmail.com](mailto:kumonguildford@gmail.com)

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