

Job Posting: Front Desk Administrative Assistant

- Hours:** Full time / Generally 37.5 hours per week
- Schedule & Location:** Primarily on-site at our Downtown and Langford campuses, with day, evening, and weekend hours as required.
- Compensation:** \$21/hr (plus a competitive benefit package, including a bonus paid vacation week at Winter Break, RRSP matching, Extended Health, Dental Health care, and Personal Wellness Days).
- Application Deadline:** October 20, 2026
- Applications will be reviewed on a rolling basis; therefore, interested candidates are encouraged to submit their application as early as possible. Please note that this is a competitive selection process, and only candidates selected for an interview will be contacted.
- Start Date:** As soon as possible.
- To Apply:** Please submit a resume by email to HR Coordinator at humanresources@vcm.bc.ca.
- Email Subject Line:** Application for Front Desk Administrative Assistant, VCM.

Located on the Ləkʷəŋən traditional territory, known today as the Songhees, Esquimalt, WSÁNEĆ (Tsartlip, Tseycum, and Tsawout) and Scia'new (Beecher Bay) Nations, the Victoria Conservatory of Music identifies equity, diversity, inclusion, accessibility, and reconciliation among our guiding ideals, and encourages applications from candidates of all identities and backgrounds.

The Victoria Conservatory of Music – A great place to work

The Conservatory is so much more than just a music school; it is also a creative hub where music, technology, and vision converge, fostering an environment where students can stretch their musical imaginations. In addition, our beautiful heritage Alix Goolden Hall is a premier concert space for the Greater Victoria region. The Conservatory is also a place where people come for the health and wellness benefits that music brings through our renowned Music Therapy program. We are a community that inspires, nurtures, and enriches through excellence in music education, performance, and wellness.

Overview

The Victoria Conservatory of Music's Front Desk Administrative Team is a small, dedicated group of professionals who work collaboratively each day to support our valued students and faculty. Reporting to the Registrar, this team plays an important role in creating a welcoming and professional experience for everyone who is part of our vibrant musical community.

We take great pride in the exceptional musical opportunities we provide to learners of all ages. Our team is committed to fostering a positive, supportive, and professional workplace where effective communication, flexibility, and collaboration are highly valued. We believe in leveraging each team member's unique skills and strengths, ensuring we work together efficiently and support one another whenever possible.

Music, creativity, and passion fill the halls of the Victoria Conservatory of Music, and we genuinely enjoy being part of this inspiring environment every day. If this sounds like a place where you would thrive, we encourage you to read on. We would love to hear from you.

Key Responsibilities

Key responsibilities include:

- Reception: Answering multi-line phone; directing and screening calls as required; assisting walk-in clients in both Downtown and Langford locations.
- Registration: Registering students for lessons; providing reports on registrations as required by administration and faculty.
- Cash Handling: processing payments for lessons, donations and other Conservatory products; follow-up on Accounts Receivable; day-end cash reconciliations.
- Administration: Assisting with administrative task, registrations follow-ups, or organizing events or summer programs.
- Production of signage, programs, and posters as needed.
- Generate reports requested by stakeholders.
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- Practice room allocation.
- Event ticket sales.

This list of duties is not exhaustive; other duties may be assigned as business needs require.

Strengths and Skills

- Ability to multi-task and exercise good judgment when prioritizing assigned duties.
- Ability to work independently while maintaining excellent communication with management.
- Ability to exhibit a professional and positive attitude with a commitment to quality service.
- Excellent working knowledge of Word, Excel, and Outlook.
- Ability to adapt quickly to new computer programs.
- Ability to complete time-sensitive assignments with accuracy and attention to detail.
- Ability to work under pressure, remaining calm and focused during high-volume registration periods.
- Excellent customer service experience.

Qualifications and Requirements

- Recent experience working in an educational or office environment.
- Post-secondary credentials considered an asset.
- Music background and/or formal music education an asset.
- First aid certification, or willingness to obtain.

Other Requirements

- To meet the needs of the role, applicants must be available to work a Tuesday-to-Saturday schedule.
- This position requires regular in-person work at both the Downtown location (900 Johnson Street) and the Langford location (1314 Lakepoint Way).
- A valid driver's licence is required, along with the ability and willingness to travel between and work at both locations.
- A Criminal Record Review is required for all positions at the Conservatory.

We again would like to thank all applicants in advance for submitting their applications. Please note, only those candidates chosen to continue through the selection process will be contacted.