



Sienna Ranch

3232 Deer Hill Road
Lafayette, CA 94549
www.siennaranch.net
(925) 283-6311

Job Posting Part-Time Sales and Office Assistant

ORGANIZATION

Sienna Ranch provides immersive nature programming, farm education and compelling outdoor experiences for youth pre-K to teens. Our program offerings include woodshop, natural building, archery, horseback riding, gardening, science, pottery, survival skills, homesteading skills, naturalist skills and much more. Sienna Ranch is situated on a 21-acre family-owned ranch in Lafayette, CA.

POSITION SUMMARY

The Office Assistant is a front facing and central and integral administrative role in the daily operations of Sienna Ranch. The Office Assistant is responsible for managing the first impressions of Sienna Ranch to families, partners and community members, as well as managing our ongoing relationships, through welcoming and inclusive front office protocols and procedures, online presence, and communications. The Office Assistant is responsible for managing phone and email sales and registration inquiries, including supporting parent/guardians to register and to understand our policies. This position will be responsible for updating our POS systems (Active and Square) and coordinating registration for new and existing families. The position will also provide administrative support to the Sienna Ranch Director team. This position provides timely, positive and meaningful responses to customer needs through phone communication, email, email newsletters, and in person meetings. This role requires a strong background in customer service and clear written communication.

SCHEDULE SUMMARY

Non-exempt. Permanent. Part-Time. Year-round.

Average 10-8 hours weekly (2 days) with additional hours during peak registration periods.

ESSENTIAL JOB FUNCTIONS

- Create Registration Sessions/Seasons and Manage Session Registration /Sign Ups
- Manage Cancellations, Class Credits, and Transfers
- Prepare Charter School Invoices and enter in vouchers at beginning of each session
- Coordinate Active System Management and Troubleshooting
- Manage Parent Support/Customer Service Needs (phones, emails, parent questions or needs)
- Schedule prospective student tours with Business Director
- Various clerical duties
- Support Business Director in Social Media posts (facebook, instagram, youtube)
- Manage monthly E-newsletter notifications
- Support classes first aid, behavioral support etc. as needed
- Communicate with parents about students with early pickups and wait with the students.
- Order kitchen and office supplies for staff
- Schedule class make ups

REQUIREMENTS

- A sincere passion for connecting children to nature, mentoring young people, and working with youth outside in all weather
- A minimum of 1 year experience in front-facing customer service position
- At least 1-2 years experience in school, daycare, outdoor education or related field
- Proficiency in Google (Docs, Sheets, Forms)
- Experience with registration or POS systems

- Experience with Canva, Wordpress, Square, and email marketing tools a plus
- Thrive in professional environment with minimal supervision
- High level of customer service and ability to patiently and positively communicate with parents
- Committed to being a solution-oriented, self-motivated community member in a cooperative, team-oriented atmosphere
- Be a model of kindness, flexibility and professionalism
- Able to check and respond to email communications within 24 business hours
- Current First Aid and CPR for Adult and Child certifications, and clear TB test results (or ability to acquire before first day or work), and ability to pass FBI/DOJ background check for working with children
- Certificate of completion for California Child Abuse Mandated Reporter Training

COMPENSATION

- Hourly Rate: \$20-21.00

COVID 19

The health and safety of our staff, students, and their families is of the utmost importance. In responding to the Covid 19 pandemic, we have worked diligently to adapt our offerings with new procedures and protocols that align with and are compliant with the latest directives and recommendations provided by the CDC, Contra Costa County Health Services, the American Academy of Pediatrics, California Department of Public Health, and Cal/OSHA.

For more information on Sienna Ranch's approach to operating our in-person classes during COVID-19, please visit our [COVID-19 Policy Page](#). Please note that due to the shifting nature of the pandemic and the changes in recommendations and directives, this policy/guide is subject to change.

APPLICATION

Email cover letter, resume, and contacts for THREE professional references to ops@siennaranch.net. Please make sure to include your name, phone number and email address. Applications will be considered as they are received in order to fill this position as quickly as possible.

Sienna Ranch is dedicated to building a culturally diverse and pluralistic team committed to teaching and working in a multicultural environment. We strongly encourage applications from people of color and other groups traditionally underrepresented in outdoor education.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.