

Victoria Osborne
Administrative Support & Educational Services
Education, Literacy, & Community Engagement
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Work Experience

Enrollment Manager

The Olympia Waldorf School

Olympia, WA – March 2022 – Present

- Oversee and manage the OWS enrollment department, guiding families through the inquiry, tour, application, interview, acceptance, and contract process from start to finish.
- Introduce families to OWS' vibrant culture & curriculum and showcase all of the ways Waldorf education is unique by conducting tours for prospective families that highlight the school's rich history, campus, and the various educational programs OWS has to offer.
- Attend all Parent Association, Fundraising, and DEI (Diversity, Equity, & Inclusion) Committee meetings and utilize the parent/faculty/community feedback to improve enrollment processes and standards in order to be more accessible to more families.
- Draft & generate individualized contracts for students and distribute to families for review prior to finalizing enrollment; providing technical troubleshooting and responding to financial questions/concerns and working to reach solutions.
- Promote a positive image of the school and represent OWS at various community events and promotional endeavors to help boost enrollment and reach more potential students & their families.
- Support Student Affairs Manager in the running of the OWS office and respond to parent inquiries and student/faculty needs as needed.

Education & Visitor Services Assistant

Hands On Children's Museum

Olympia, WA – March 2021 to March 2022

- Efficiently & effectively provide a wide array of administrative support services to ensure positive, enriching experiences for museum patrons of all ages.
- Carefully adhere to strict museum protocols and procedures in order to keep accurate financial and constituency records.
- Methodically collect/record patron information and maintain database accuracy to successfully process in-person and online sales orders, create/link membership profiles accurately, and build/schedule birthday parties in a timely manner.
- Employ a careful eye for detail and a high level of personal accountability to ensure museum safety/security protocols are being followed & so that visitor experiences can remain safe & positive.
- In summer education camps: Plan, coordinate, and lead creative, engaging, and intellectually stimulating activities for children aged 3-5 and 6-10 in week-long camps designed to awaken curiosity and provide a safe space for growth & development.

Early Reading/Literacy Instructor

Sylvan Learning Center

Olympia, WA – October 2020 to April 2021

- Provide high-quality, equitable instruction to readers of all levels ages kindergarten to 4th grade.
- Tailor learning experiences to students' individual needs based on Sylvan learning standards & curriculum.
- Assist students in developing phonetic language skills, drawing on my experience as a former TEFL teacher to help bridge the gap between frustration and reading-related anxiety towards greater understanding and, eventually, mastery.

School Secretary

Portland Public Schools

Portland, OR - November 2016 to January 2020

- Respond to the needs of a diverse community of staff, students, and families.
- Effectively operate, navigate, and update online Synergy and Docuware databases.
- Maintain confidential and accurate attendance, enrollment, and registration records.
- Facilitate student enrollment & registration, with careful consideration of deadlines, district requirements, and potential service referrals for families.
- Build electronic student schedules in Synergy quarterly, making adjustments as needed.
- Perform office management duties & clerical tasks, including answering phones, responding to official records requests, operating the copy machine, etc.
- Maintain an organized, welcoming office environment for staff, students, and families.

Teacher Intern

ImmerQi Beijing Ltd

Beijing, China - August 2015 to January 2016

- Complete comprehensive TEFL teacher training program in Beijing, China and subsequent 5-month teaching practicum as a full-time conversational English teacher to 3rd, 4th, and 1st grade students in Zhongshan, Guangdong Province.
- Plan, create, and coordinate daily lessons with specific learning targets.
- Create engaging and easy to follow PowerPoint presentations to facilitate student learning.
- Work with native Chinese co-workers & supervisors to ensure maximum student engagement & success.

Classified Advertising Manager, Special Section Writer

The Dalles Chronicle

The Dalles, OR - September 2014 to January 2015

- Manage classified advertising department, including taking both written and walk-in requests for advertising space, create ad copy, describe available packages, and help them select which best suits their needs/budgets.
- Compose, update, proofread, and submit ads for daily publication in the Gorge Classifieds.
- Compose articles and carry out relevant research/interviews for special features.

News Reporter, Features Writer

The Dalles Chronicle

The Dalles, OR - September 2013 to September 2014

- Conduct interviews, compose articles, fact-check/proofread copy, and provide accurate, accessible coverage to readers of *The Dalles Chronicle* with a focus on local news and areas of high community interest.
- Attend and report on county government and school board meetings weekly, focusing on upcoming issues and decisions that impact area students and families.
- Copy edit articles and provide corrections/feedback prior to daily AM publication deadlines.
- Operate Quark 7 to digitally design/produce a wide range of news/feature pages.

Education

Bachelor of Arts in Anthropology

Minor in English

Willamette University

Salem, OR - August 2009 to May 2013

High School Diploma

The Dalles Wahtonka High School

The Dalles, OR - September 2007 to June 2009 Skills

References

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